

BEHIND THE SCENES

Patient contacts practice

If you have a new or ongoing problem and wish to speak to/see a clinician. You either submit a prioryCARE query using the appropriate tile on the website or call our patient central team who will take some details



Urgent clinical problems

Urgent queries are monitored by the clinical team throughout the day and are actioned within 1 working day of submission



Worsening symptoms

If you have a routine contact or follow up booked but your symptoms worsen before then, please contact us again or use NHS111 if needed



Triage: urgent vs routine

The Klinik system will use the details to ascertain if the clinical problem is routine or urgent



Routine clinical problems

Cases that are deemed routine will be booked in to a contact slot with a local clinician to action. We aim for this to be within 7 days of submission but due to clinician absence or high demand this is occasionally extended. The reception team will text or call to confirm when a clinician will be contacting you

