

## BELVEDERE MEDICAL CENTRE

**Subject:** A faster way to book your appointments is on the way

Hello,

A positive change is coming to our practice. We are launching Smart Triage – a new and quicker way to book appointments and send requests to the practice. We plan to start using it from **12 th January 2026**.

For most people, it will be the fastest way to get an appointment.

Smart Triage will help us **respond faster**, make sure we **see people with the greatest need first**, and free up our GPs to **spend more time caring for patients** and less on admin. It's designed mainly for new health problems, though you can also use it for simple admin requests like a sick/fit note.

Using it is simple. You'll fill in an online form, that takes about three and a half minutes to complete. (For those without an email or online access, our phone lines will be available as normal where receptionist will fill the form) Based on your answers, Smart Triage will guide you to the right appointment.

Note that Smart Triage is a proven, NHS-assured system that keeps your information secure.

**What do I need to do now?** Please check that we have the right email address on your medical record. You'll need this to use the system. If you're not sure, you can update your details via the NHS app, or [call the surgery to update](#)

We will be sharing more information over the coming weeks.

Best wishes,

**BELVEDERE MEDICAL CENTRE**