Fair Use Policy

This Fair Use Policy is designed to ensure that you receive safe, effective, and focused medical care. It supports our clinicians in managing time appropriately and ensures the triage system remains accessible for everyone, so that each health concern is given the attention it deserves.
At Five Oaks Family Practice, we kindly ask that you present only one medical issue per consultation or triage request. Furthermore, we ask that you submit a maximum of one non-urgent triage request per day. This policy applies to all appointment types, including in-person, telephone, and online consultations.

Why this policy is important

- **Patient Safety:** Discussing multiple issues in one consultation can lead to rushed assessments and important details being missed.
- **Clinical Quality:** Focusing on one issue enables your clinician to explore your symptoms thoroughly and provide the best possible care.
- **Fair Access:** Processing multiple non-urgent triage requests from the same person on the same day delays our clinical team from reviewing others. Limiting requests ensures we can offer appointments fairly to everyone who needs care.
- **Time Management:** GP appointments are typically 15 minutes long – we feel this is sufficient for addressing one issue safely and effectively.

What this means for you

- Please identify your most important concern before your appointment or triage submission.
- If you submit multiple separate triage forms on the same day, our team will consolidate them. You will be asked to identify your most urgent issue to be dealt with that day, and asked to resubmit the others at a later date.
- If you have more than one routine issue, please submit a separate triage form on a different day, once your first issue has been resolved.
- For urgent multiple issues that are unrelated, our clinical team may advise you to submit an additional triage request or rebook for another time, depending on clinical urgency and capacity – this will be discussed with the GP on the day. *(Please note: If you are experiencing a medical emergency, do not delay - contact 999 or visit A&E).*

Managing misuse
Our online triage system relies on fair use to function safely for our whole practice. If you repeatedly submit multiple non-urgent requests daily, the Practice Management team will review your usage. In cases of persistent misuse, we reserve the right to suspend your access to the online triage system, meaning all your future requests must

be made by calling reception. We view this as a last resort, but it may be necessary to protect the safety and efficiency of the practice.

Our commitment to you

We are committed to providing safe, respectful, and high-quality care, offering timely follow-up appointments where additional issues need to be addressed, and communicating clearly and openly. We ask that you also treat us with the same respect and understand that we must take a pragmatic approach to ensure a high level of care for all of our patients.
Thank you for your understanding.

Reviewed 05/11/2026