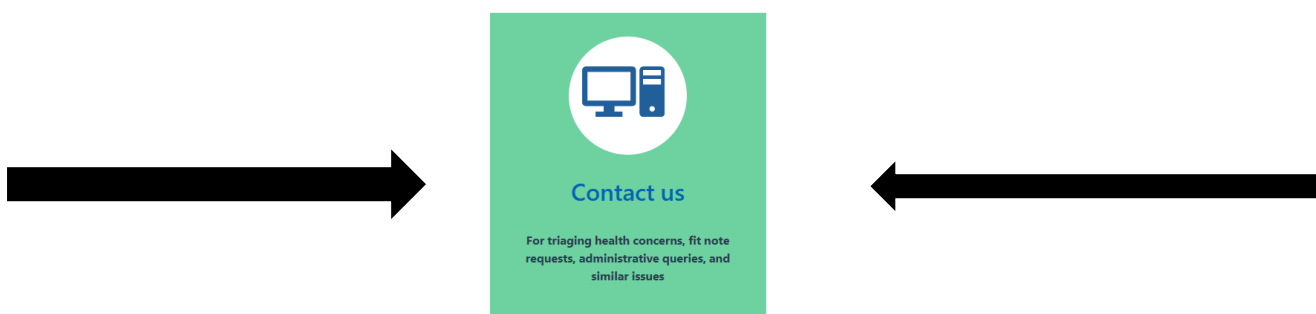
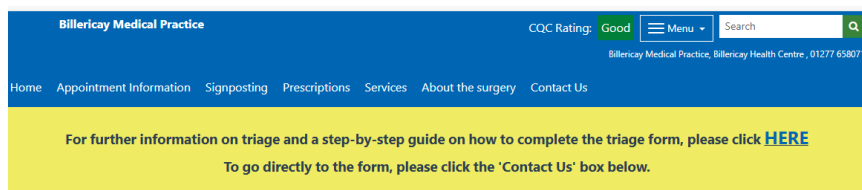


How to Complete the Online Triage Form: A Step-by-Step Guide

www.gps-billericayhealthcentre.co.uk



Contact Us

The 'Contact Us' page has a light blue background. At the top, it says 'Contact Us' in blue. Below that is a section titled 'TRIAGE' in bold. The text reads: 'Please click [HERE](#) to submit a new request to Billericay Medical Practice.' Below this, in red, it says: 'Please provide as much detail as possible for each question to help the GP triage more effectively'. Then, in black, it says: '***Please Note: Depending on demand, it may take up to 24 business hours for your request to be reviewed. If you submit your triage form after 5:30 PM, it may not be reviewed until the next working day. If you believe you need to be seen before the surgery closes, please call reception after submitting your form to ensure they are aware.' Below that, in black, it says: '***Triage is unavailable at weekends and bank holidays***'. At the bottom, it says: 'For further information on triage and a step-by-step guide on how to complete the triage form, please click [HERE](#)'. A black arrow points from the 'Contact Us' text on the left to the 'HERE' link in the first line of the triage section.

What would you like help with?

PLEASE READ BEFORE COMPLETING THE ONLINE TRIAGE FORM. This service is intended for routine, non-emergency issues only. Depending on demand, it may take up to 24 hours (week days) for your request to be reviewed. If you require medical advice, please call NHS 111. For medical emergencies, call 999 immediately. If you haven't heard from the practice within 24 hours, please contact the surgery directly. In the meantime, please keep your phone nearby and look out for a response from us via telephone or text message. Please also note: The online triage service is unavailable on weekends and bank holidays. Thank you for your understanding.

If you need more urgent help, call your GP practice. If it's closed, visit [NHS 111 online](#) or call 111. In an emergency [call 999](#)

Available options

I have a health problem Available 8am to 6:30pm
Contact your GP about a new or ongoing problem

I have an admin or routine care request
Available 8am to 6:30pm
Includes fit (sick) notes, repeat prescriptions, reviews, screening and vaccinations

For a Health problem
click here

For admin queries click
here

1. Available options: Choose either

‘I have a health problem’ or ‘I have an admin or routine care request’

2. Patient information

Please input patient DOB and whether the form is for yourself or someone else

3. Please confirm, no emergency issues are present

4. Add information about health problem

Information that would be useful to the Duty Doctor to help decide, based on your details, how soon you require an appointment.:

- **Please describe the issue in detail**, including a clear summary of your symptoms.
- **How long have you been experiencing this problem?** Indicate whether it has been ongoing for days, weeks, or months, and whether it is a recurring issue.
- **How severe are your symptoms?**
- **Have you experienced a fever?**
- **Do you feel faint or lightheaded?**
- **Is your heart racing or beating unusually fast?**
- **Have you noticed any bleeding?**
- **Are you experiencing any pain?** If so, please specify the location, nature and type of pain, and severity of the pain.