

Billericay Medical Practice Patient Participation Group

WINTER NEWSLETTER

**NOVEMBER
2025**

Updates

Total Triage

Total Triage was introduced in October following direction from DOH.

Some key points about Total Triage:
All requests to see a GP must be done via a triage form.

The form is available on the Practice website.

If you are unable to complete the form a member of staff can help you either over the phone or face to face at reception.

The triage form is reviewed by a GP and you will be signposted to the most appropriate service or directly to see a GP.

You will be contacted by phone or text to confirm the decision/ appointment.

The duty doctor is triaging approx. 200 requests each day.

It is important to give as much detail on the triage form as possible to help the GP understand your concern/symptoms.

The receptionist can no longer book an appointment with the GP.

Appointments with the nurse can be booked by calling the receptionist.

Reminders

Please complete a Friend's and Family feedback slip following your appointment, available on the PPG table opposite reception. This is really helpful for the Practice

Allow plenty of time for your repeat prescription. The surgery indicate 48 hours. Some chemists need longer than 48 hours to prepare your prescription - please check.

Upcoming events

Christmas coffee morning.

**Join the PPG committee for
complimentary refreshments on**

Monday 15th December

10.00-12.30

**Wishing you all a happy
and peaceful festive
season.**