

Billericay Medical Practice – Total Triage System

We now operate a Total Triage model. Below are answers to some common questions to help you understand how the system works.

What is Total Triage?

All requests for GP support are reviewed by a GP where possible within 24 hours. This ensures every patient is dealt with in the most appropriate, safe, and timely way.

How do I contact the practice?

The quickest way is via our website using the “Contact Us Online” option on the homepage.

You will be guided through a short process which includes:

- Choosing whether your query is medical or administrative
- Confirming whether your issue is urgent/emergency (with guidance if it is)
- Answering a few brief questions about your request
- Entering your personal details (name, DOB, postcode, contact details)
- Selecting how you would prefer to be contacted

You may be able to verify your mobile number via a code, but this is optional.

Is there a demonstration video?

Yes – you can view a step-by-step guide on YouTube:

<https://www.youtube.com/watch?v=4EDwg-feeUI&t=1s>

What if I can't use online services?

That's absolutely fine. You can:

- Call reception, or
- Visit the practice in person

Our team will complete the form on your behalf and submit it to the GP. You will receive the same level of care as everyone else.

Can I submit a request for someone else?

Yes. Carers, relatives, care home staff and pharmacists can submit requests on behalf of patients. The form will ask whether you are the patient or acting for someone else, and you can provide the most suitable contact details.

What appointments can still be booked directly through reception?

You can continue to book the following without submitting a triage request:

- Nurse appointments
 - Prostag and Zoladex injections
 - 8-week baby checks
-

Can I use the NHS App?

Yes. The NHS App can make things quicker, as your details will already be filled in once you log in. More information is available on the NHS website.

[Log in - NHS App Online](#)

Can I upload photos?

Yes, there is an option to include photos where appropriate.

Please ensure images are appropriate and do not include sensitive or private content.

What happens after I submit my request?

- Administrative enquiries are handled by our reception/admin team
- Medical requests are reviewed by the triaging GP

Every request is assessed individually.

What type of response will I receive?

This depends on your needs. You may receive:

- Advice by text or message
- A prescription or referral
- A request for tests before review
- A telephone consultation
- A face-to-face appointment

All usual care options remain available.

Why might I be asked to call if I submit a request late in the day?

Between 5:30pm and 6:30pm, urgent issues may need immediate booking.

In these cases, please submit your request and call reception straight away.

How quickly will I receive a response?

- You will receive a response where possible within 24 hours
- Urgent cases needing same-day appointments are prioritised quickly

If you feel you have waited longer than expected, please contact reception to check we have received your request.

How will I be contacted?

You can choose your preferred method:

- Telephone
 - Text message
-

Will I have a phone or face-to-face appointment?

The GP will decide based on your information:

- Telephone appointments for straightforward issues
 - Face-to-face where examination is needed
-

When can I submit a request?

Online requests are available 8:00am – 6:30pm.

The service is closed outside these hours to ensure requests are reviewed safely.

How do I request prescriptions?

- For one-off prescriptions or medication changes, use the online consultation
 - For repeat prescriptions, use:
 - The NHS App, or
 - Your SystmOne account
-

What about test results?

You can:

- View results via SystmOne, ([SystmOnline - Billericay Medical Practice](#))
or
- Call reception

If follow-up is required, we will arrange this for you. If you have questions, please submit an online request.

How do I arrange follow-up?

If you are asked to follow up—or feel it would help—submit another request with details so we can arrange appropriate timing.

Can I still see my usual GP?

Yes, we aim to maintain continuity where possible, especially for routine care.

For urgent issues, you may be seen by any available GP to ensure you are treated promptly.

You can also request a preferred GP on your form, and we will do our best to accommodate this.

How is my information kept safe?

We take data protection seriously.

All information is handled securely and only accessible to trained staff.

Our system complies with NHS data protection standards and is managed in line with strict privacy policies.

What happens if the system isn't working?

If there is a temporary issue (e.g. internet or system outage), we will switch to alternative arrangements such as phone bookings and update our website and phone messages accordingly.

How does this benefit patients?

- Faster access to advice without waiting on the phone
 - Shorter phone queues for those who prefer to call
 - GP-led prioritisation of all requests
 - Improved access for patients with hearing difficulties or anxiety
 - Easier scheduling with suitable clinicians
-

How does this help the practice?

This approach allows us to:

- Manage high demand more effectively
 - Ensure patients are treated according to clinical need
 - Make better use of clinical space and resources
-

Feedback, concerns or complaints

We welcome feedback to help improve our service.

Please use the online form with any comments or concerns.

[Suggestions and Feedback - Billericay Medical Practice](#)

[Complaints - Billericay Medical Practice](#)