

Burnley Group Practice Patient Newsletter

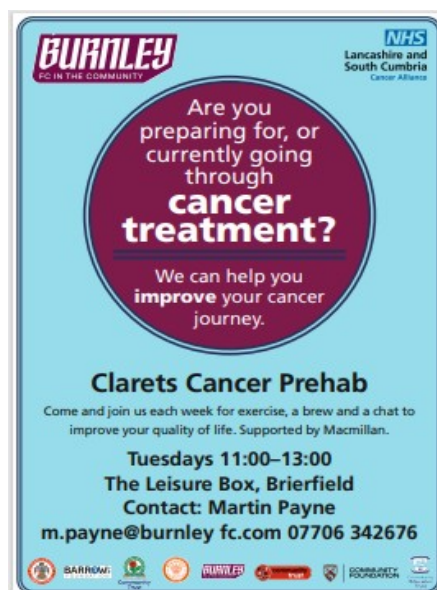
Online Triage

As of the 10th of November 2025, all requests for GP appointments go through our triage system, the receptionists will no longer be able to book routine appointments. We want to ensure the process of booking an appointment with your GP practice is as fair as possible, previously patients were more likely to secure a same day appointment if they queued at our front door or called us early in the morning which put patients who are unable to do this at a disadvantage. Once you have completed the online form - <https://accurx.nhs.uk/patient-initiated/P81020> you won't be given an appointment time straight away, however the information you provide will be reviewed by our GPs and we will aim to get back to you on the same day if urgent, for routine appointments, we will reply to your online consultation with appointment details, a telephone call to book an appointment or with a booking link.

Patients sometimes do not see the most appropriate healthcare professional for their need, for example, instead of a GP, a patient could have seen a nurse, pharmacist, physiotherapist, mental health practitioner, social prescriber, health care assistant or an advanced clinical practitioner.

For more information on these roles visit <https://www.england.nhs.uk/gp/expanding-our-workforce/>

All patients wanting to book an appointment with the practice are asked a specific set of questions either through the online form using a computer, tablet or smartphone, if you do not have access to one of these it can also be done over the phone with one of the team. The information you provide will help our GPs direct you to the best healthcare professional or service, so please do give as much information as possible.



Burnley Group Practice has a Patient Participation Group

A Patient Participation Group (PPG) consists of a group of patients who come forward to attend regular meetings, to make suggestions and help make the service work as well as it can for patients, clinicians and other staff members. Your experience matters and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way. You will gain a better understanding of the NHS, and this allows us to gather feedback from other patients. This group gives you the opportunity to raise awareness on how we can support you and the community.

Our PPG group has the intention of setting goals and agendas based on what the group thinks important, using it as a platform to share important information and members of the PPG will take part in friendly open discussions.

We are seeking new members to join our PPG meetings.

Our next meeting will be held on the 27th January 2026.

If you would like to attend, or would like more information please get in touch by emailing burnley.gp@nhs.net for the attention of Brenda - Practice Secretary

