

## eConsult Patient Information

We have recently made some changes to the way patients can contact us by introducing a new system called eConsult. eConsult allows you to get in touch with us during surgery hours (Monday to Friday, 8:00am-6:00pm), without the hassle of waiting for an appointment. The eConsult system allows you to securely message our practice to ask for medical advice. Our clinicians will then be able to reply to you by the end of the next working day. You may not even need to come in for an appointment.

### Why Change:

During the coronavirus pandemic, our clinicians are doing a lot of clinical triage by telephone. We know that our patients often struggle to get through to us on the telephone during our busy periods. We are confident that our new eConsult system will be much faster for our patients to seek medical advice than telephoning us.

### What does this mean for patients?

Every patient contacting the practice will be asked to complete an eConsult form so that these can be triaged first by one of our clinicians before making an appointment.

Our team of clinicians will review all the medical queries and requests for appointments and will then decide upon the most appropriate next step for you, whether it is a telephone call, video call, text message or an appointment with the most appropriate clinician. We encourage all of our patients to use eConsult for any contact with the practice, urgent and routine, clinical and non-clinical; these will always be responded to by the end of the next working day.

### How do patient access the eConsult system?

The eConsult system can be accessed via our practice website <https://www.rosebankhealth.nhs.uk/> or by using the NHS App find out more at [www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp)

Here is the main screen where you start your request from:



**Contact your doctors to get advice for your problem now**

- I want help for my condition >**  
Get advice about specific conditions like **back pain, coughs, mental health concerns** and more
- I want general advice >**  
Get advice about general symptoms like **tiredness, bleeding, pain or weakness**
- I want administrative help >**  
Request **sick notes and GP letters** or ask about **recent tests**
- I want help for my child >**  
Get help for common childhood problems like **rash, earache, tummy problems and coughs**

The eConsult system allows patients to complete a template, which guides the patient through a number of questions before they can submit this to their practice. Your eConsult will be reviewed by one of our clinicians and will be responded to by the end of the next working day. We encourage our patients to select the most appropriate presenting complaint from the list to ensure that the questions are tailored appropriately to your complaint. Sometimes there is not a specific template available in which case the nearest can be selected or you can select 'request general advice'. You are also able to use the eConsult system for administrative (non-clinical) queries.

One of our clinicians will review all the medical queries and requests for appointments and will then decide upon the most appropriate next step for you, whether it is a telephone call, video call, text message or an appointment with the most appropriate clinician at the right time. We encourage all of our patients to use eConsult for any contact with the practice, urgent and routine, clinical and non-clinical; these will always be responded to by the end of the next working day.

### **“The end of the next working day”? What if my problem is urgent?**

eConsult is designed to warn you with the answers you give whether your request is urgent or you need to seek medical advice sooner :

**You need to seek medical advice soon. Call the practice for medical advice, call 111 or go to your local urgent care centre.**

If you see the alert above, please call the practice and let them know you've had this message when completing eConsult online and the receptionist will ask you standard set of questions to enable them to book you in with a member of our Urgent Care Team who will contact you that day, alternatively call NHS 111.

eConsult has a built in safety net to flag up critical medical problems, and in certain cases will advise the user to 999.

**You need medical help now. Call 999 or go to your local A&E.**



### **What about patients who can't use the internet. Aren't you being exclusive?**

We are aware that this system won't suit all of our patients. For any patients who do not have internet access (either at home or via a smartphone) or are struggling to fill in the eConsult form, you will still be able to call our reception team on 01452 543000. They will either fill in the eConsult form for you there and then, or we might need to put you on a holding list so that a member of our staff can call you back and complete this for you over the telephone.

### **What if the practice has asked me to make an appointment?**

If we have asked you to make a Practice Nurse, Phlebotomy, Health Care Assistant (HCA) or midwife appointment with us, for example, for a routine review of your chronic disease, a blood test or for a child immunisation, we will not ask you to fill in an eConsult form. You will be able to call our reception team on 01452 543000 and they will be able to book you an appointment.

If you have been asked to make an appointment with a GP please submit an eConsult using the 'General Advice template'.

### **What are the eConsults top tips for patients?**

- Please try to give as much information as possible and answer the template in full.
- Select the most appropriate template for your query-otherwise you will be asked questions that may not apply to you.
- Please try to avoid using the 'general advice template' unless there is not another suitable template for you.
- If you have a rash or skin condition, please attach a photo to the eConsult when you submit it, as often this means we can manage your condition without having to bring you in to the surgery.