

ONLINE CONSULT SERVICE

Our main way for seeking advice & request appointments

Dear Patient

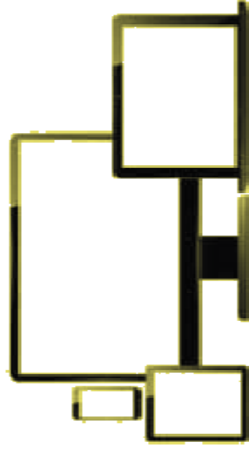
We are introducing a new system for you to contact your doctor online and get health advice. We hope that this will become your first port of call when you seek for high quality information about your illness or condition. As it is online, you can use this system any time, 24 hours a day, 7 days a week. It will also be our main route for booking all appointments as well as addressing your queries- which we will try respond on the same day and definitely within 48 working hours.

How do I access Online Consult?

- Visit our website www.mountwoodsurgery.co.uk and click on the Online Consult button
- You can also access it via the Patient Access App www.patientaccess.com (register first)

How does it work?

1. You can either type in your symptom or condition on the **search button** or **browse** the 72 categories of high quality health information (links, text and videos). We strongly recommend that you take time to look at these as they may provide you with a **quick solution**
2. If you wish to **submit a query or request for an appointment**
 - a. Click the link to *contact your doctor*
 - b. Select the *General Health Query Form* if your search does not identify your symptoms or condition
 - c. In order to give you advice and access your medical records we will need *your permission* by ticking three boxes after you have read the information.
 - d. Whilst filling in the form you will be prompted to complete a series of *safety questions*. It is critical that you answer these as accurately as possible as your answer will determine the safest next steps.
 - e. The next page will ask you to tell your doctor more about your problem.
 - i. Please give us plenty of information such as how long you have been unwell and how the symptoms are changing.
 - ii. Please tell us what you are hoping for from your doctor.
 - iii. Please tell us any details which you feel are relevant.
 - iv. Please also tell us any times you are unavailable in the next two days.
3. The next page will be for you to confirm that you understand that it may take 2 working days for your doctor to respond. **However, we will be reviewing the forms at least once an hour during working hours and we will hope to reply to most queries on the same working day.** Within 48 working hours at the latest.
4. Finally, we need to know who you are so there is a page for you to add your personal details. If you are using the **Patient Access App** this will be done automatically for you.
5. Before sending you can review all of your answers and **edit anything you wish** to change.
6. Once you are happy, click *Accept and Send Information* and the form will arrive electronically at our surgery **within 15 minutes**
7. You will receive an **acknowledgement by text or by phone** and the doctor will review your form. If you have not had a response withing 48 working hours – please contact the surgery.



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THE
MOUNTWOOD
SURGERY

Improving wellbeing through health, care and support

1. Visit our website (www.mountwoodsurgery.co.uk) or the **Patient Access app** (www.patientaccess.com)
2. Click on **Online Consult**
3. **Search** for your symptoms/condition, select the matching result/s
4. The simple on-line form will provide **high quality tailored information** (articles & videos)
5. **Quality safety checklists** will guide you to what you need to do next (including **urgent actions**)
6. If you still need help, then **submit your form** to us.
7. We aim to respond within **48 working hours - usually on the same day**



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