

eConsult Top Tips

- COVID-19 has changed the way you access your GP.
- eConsult is an on-line tool to enable you to contact the Practice without having to phone or visit the Medical Centre.
- eConsult can be accessed through the box near the top on the Practice website.

How does eConsult work?

- There are 4 options to choose from when you click the eConsult tab:
 - ◆ Children
 - ◆ Administrative Issues – sick notes, test results or doctors letters
 - ◆ Common Symptoms – coughs, pain, mental health issues, headaches etc.
 - ◆ General Symptoms – tiredness, weight loss, dizziness
- You need to select the appropriate option so that you are asked the relevant questions.

What to expect?

- eConsult will ask you a lot of questions and we appreciate this can feel tedious.
- However, the questions are important because they give the GP as much information as possible to help them make an informed decision.

One eConsult for each issue

- If you have several issues to discuss, please put each on a separate eConsult.
- A single eConsult about multiple issues can be more difficult for the GP to manage.

Would photos be helpful?

- If you have a skin issue, a rash or something that is visible, and if you are able to, then a photo may be helpful.
- While it is useful if you send a photo, please make sure it is in focus and the problem area is clearly visible in the picture.

- Please do not send images of sensitive areas, eg. female breasts, as the photos may be visible to Practice staff other than doctors.

Provide as much information as possible

- To allow the GP to make an informed decision about the next steps, it is important you provide as much information as possible in the text box.
- An example might be:

"I have suffered from migraine for a number of years. Over the past 3 weeks I have been getting them much more frequently, and have had about 5 in total. I am starting to miss work as a result & was hoping I could get some better treatment and some advice."
- However the text box is of limited size, so your description needs to be concise.

Troubleshooting

- The questions are designed to check whether or not your problem is urgent.
- If it is urgent you will be directed to go to hospital or call 999.
- If this occurs, and you are certain your problem is not urgent, you may have to select another answer to allow you to continue.

Follow up

- The GP should phone you, or send an SMS text, as soon as possible, and normally within 48 hours of you submitting the eConsult.
- You may be asked to reply to a text if the GP needs more information, photos etc.
- The GP will then discuss the action plan with you.