

North Glen Medical Practice **Online Consultations**

North Glen Medical Practice now uses an online consultation service. It is called **Online Consult**.

This is a new and improved way for our patients to contact the Practice 24/7 and not have to wait in a lengthy telephone queue.

The service is **NOT** for emergency situations. In the event of a life threatening emergency, patients or their representatives should ensure they dial 999 for an ambulance. Please note that chest pain and/or a shortness of breath constitutes a medical emergency.

Question and Answers

Why is the practice changing?

We have listened to your concerns over previous years regarding the time it can take to get through on our phone system. Some mornings, we can average 200 calls in the first 2 hours alone and it is not uncommon for patients to attempt to call between 50 to 100 times to get through.

In addition, the COVID19 pandemic has brought unprecedented change to general practice. As Scotland continues to move out of lockdown, general practice must look at the most effective way to provide our services whilst continuing to keep our patients and practice team safe. We want to ensure that our patients are able to access the right healthcare professional, at the right time, in the right place.

What does this mean for me as a patient at North Glen Medical Practice?

This means that patients wishing to request an appointment with a GP, Advanced Nurse Practitioner or Nurse Practitioner for our minor ailments, will be required to use our preferred route of contact by submitting an online form via Online Consult.

What happens when it is received by the practice?

Your form is securely received by the practice where it will be clinically assessed. Once assessed, a member of our practice team will contact you. This may be to offer an appointment, a prescription or referral to another healthcare professional within the practice such as our practice pharmacy team who can help with medication enquiries, or our mental health nurse.

How easy is Online Consult to access?

It's really easy. You don't have to register, you don't have to set up or remember any username or password, you just visit the practice website; www.northglenmedicalpractice.co.uk and click on the Online Consult link.

I am concerned about how quickly the form will be reviewed

This service is for non emergency, routine issues only. The forms will be dealt with as quickly as possible, although we advise that we can take up to **48 hours** to process these, we will be dealing with them quicker, it takes very little time to pass on those that require a clinical decision.

I'm worried about using technology or I don't have any access to the internet, what do I do?

Please don't worry; we do understand that not everyone is comfortable using modern technology or may not have access to it. The practice will offer support to any patient who cannot use technology or has no access to the internet.

There's an option to attach a photograph with my Online Consult form, can I use this?

Due to poor photographic quality, we ask that patients DO NOT attach photographs. If you would like to send a photograph to the practice about your health concern, this should be sent to the dedicated email address which is; Fife.medphotos.northglen@nhs.scot Patients should clearly detail their name, address, date of birth and a description of the photograph. Please detail the name of the requesting clinician if they have requested you to send a photograph in.

What about nurse's appointments?

Nurse appointments for blood tests, dressings and other treatment room tasks will be booked as normal by telephoning the practice.

How is confidentiality maintained?

The forms are received onto our secure system; they are not printed but are added to your health record as if you were talking to a GP in person. Our staff adhere to strict confidentiality and are very experienced. The "form handlers" will be looking at the forms to identify those that can be dealt with by someone other than a clinician, for example, prescription request or advice about medication that can be answered by our pharmacist. Others that require clinical advice, appointments etc will be directed to a GP, Advanced Nurse Practitioner or Nurse Practitioner.

What about if I want to request a home visit?

The practice reserves home visits for our most vulnerable patients only who are housebound due to disability or illness. If a patient feels that they need to request a home visit, they should telephone the practice as normal. Please contact the practice before 10am to request this.

I have a family member who is resident within a care home?

Our care home patients are not affected by this change at all. Care home staff will continue to speak directly to Practice staff regarding any healthcare concerns

How will Online Consult benefit me as a patient?

There are lots of benefits to using this new system; here are just a few examples;

- As long as you have a Smartphone, iPad, tablet, laptop or PC and can connect to the internet, you can access Online Consult from our website.
- You don't have to set up a username or password.
- Online Consult is available 24 hours a day, 7 days a week, so you can access this anytime and from anywhere.
- You can also request medication through the system, a GP Fit Note (sick line), print off a sickness self certification certificate (first 7 days of any sick absence) for your employer or even

request a copy of your medical records; the system is not just for medical appointments. There is also a wealth of excellent health information including different leaflets and videos which are available to view 24 hours a day, 7 days a week.

- No more waiting in any long telephone queues or trying to get through to the practice on a busy Monday morning for an appointment.