

## **NORTH GLEN MEDICAL PRACTICE ONLINE CONSULT – PATIENT INFORMATION**

North Glen Medical Practice would like to inform all our patients that it is making a change to the way patients access healthcare at the practice. From Wednesday 22<sup>nd</sup> July, we are going to transition to a system called Online Consult.

### **Why is the practice changing?**

North Glen commenced engagement with our patients in early 2020. We asked you for your thoughts on what services were available to you, how much you knew about them, how we could move forward and what mattered to you as a patient. The practice received nearly 300 responses! However, the practice has since required to focus all its efforts on the current COVID19 pandemic, protect our patients and our team. This pandemic has brought unprecedented change to general practice and as Scotland slowly eases out of lockdown, general practice must now look at the most effective way to both utilise and reintroduce our services.

The new GP contract also means that medical practices work alongside different healthcare professionals within the practice such as; Physiotherapists, Phlebotomists and Mental Health Nurses. We also have Advanced Nurse Practitioners who can see many conditions, just like a GP. Our Advanced Nurse Practitioners support our GPs and can also refer if you require this. The practice's aim is for you to see the right person, at the right time, and in the right place.

North Glen wishes to emphasise that we remain accessible to all our patients. This is simply a change to the way we offer GP, Advanced Nurse Practitioner and home visit appointments in an effort to ensure that our GPs, Nursing team and other healthcare professionals are utilised as efficiently as possible.

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## **What does this mean for me as a patient?**

This means that from Wednesday 22<sup>nd</sup> July 2020, patient requests for healthcare will be received through an online form which will be reviewed by a clinician with arrangements then being made by our admin team. This could be an appointment, a prescription or referral to another healthcare professional.

## **What are the benefits of this new system and how do I access it?**

You don't need to pre-register or worry about remembering a username or password. The online form can be easily accessed from a PC, laptop, smart phone or iPad/Tablet. You simply click the link which will be on our main website page from 22<sup>nd</sup> July – **[www.northglenmedicalpractice.co.uk](http://www.northglenmedicalpractice.co.uk)**

The form allows patients to answer specific questions about their health concern, but also allows patients free text to provide additional information about their health concern that they feel the clinician should know.

The form can also be completed any time of the day or night and sent to the practice. This means you are not trying to telephone the practice on a busy Monday morning and waiting in a queue. Simply fill out the form and click send to the practice anytime!

## **What happens once I complete the form?**

Once you complete the form and press the submit button, the form is received securely by the practice. The information you provide is then clinically assessed and any follow up arrangements such as; being directed to your community pharmacy, an appointment, a prescription or referral to another healthcare professional will be communicated to you by a member of our team.

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### **What about nurse appointments for dressings, injections, bloods etc?**

Nurse appointments will be available as normal for example for; bloods, wound dressings, stitch removals, regular injections, cervical smears. We are happy to book these over the telephone. Please note that some routine nursing services remain restricted due to the COVID19 pandemic, however as more nursing services are reintroduced, patients will be able to request them over the telephone as before.

### **I am worried about how quickly someone will action my form?**

Although we advise that it can take up to 48 hours to process your form, the practice will be dealing with them quicker. The practice will deal with any forms received Monday to Friday between 8.30am and 4.30pm. If you submit a form outside of these hours, the practice will action your form on the next available working day.

### **Will I still be able to telephone the practice for an on the day appointment?**

The answer is no, if you are able and have access to a PC, laptop, Smartphone or iPad/Tablet, the best way to seek medical advice is to complete a form. If you are expecting an on the day appointment, the earlier your form is submitted the better. Many on the day appointments are used for patients who could wait for a routine appointment. We feel this will allow the practice to ensure that on the day appointments are used appropriately.

### **What if I do not have a PC, laptop, Smartphone or iPad/Tablet?**

If you do not have a PC, laptop, smartphone or iPad/Tablet, as the system requires no pre-registration or username/password, a member of your family or a friend could complete the form on your behalf.

Patients can also telephone the practice and a member of the team will arrange to call you back. There may be a short delay as the team will contact patients back in strict order. A member of our team will then complete the form with you on your behalf. Our staff will only book an appointment once a clinician has reviewed a form.