

NORTH GLEN MEDICAL PRACTICE

ONLINE CONSULT – IMPORTANT PATIENT INFORMATION

North Glen Medical Practice would like to inform all our patients that from Wednesday 22nd July, the practice will be commencing a 3 month trial of a new online system called **Online Consult**.

This is a change to the way patients will access routine or same day GP, Advanced Nurse Practitioner and Minor Ailment Clinic appointments at the practice.

Online Consult is for non-emergency situations only. 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.

Why is my practice changing?

The COVID19 pandemic has brought unprecedented change to not just general practice but all our colleagues in the healthcare system. As Scotland continues to move out of lockdown, general practice must look at the most effective way to both reintroduce and 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 and we would like the opportunity to trial this new way of working.

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

This means that from Wednesday 22nd July 2020, patients wishing to request an appointment with a GP, Advanced Nurse Practitioner or to see our Nurse Practitioners in their daily Minor Ailment Clinic will require to use our preferred route of contact by submitting an online form via Online Consult.

How is my form received and what happens when it is received by the practice?

Your form is received securely by the practice electronically where it will be clinically assessed by a practice senior clinician, this will be a GP, Advanced Nurse Practitioner or Nurse Practitioner only. Once your form has been 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, our physiotherapist or our mental health nurse.

How easy is Online Consult to access?

It's really easy. You don't have to pre-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. Please note, the link does not go live until Wednesday 22nd July.

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. We have a call back system ready, which will help you fill in the information required by the Online Consult form.

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 any 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. The form can be completed any time of the day or night and sent to the practice.

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 GP or Advanced Nurse Practitioner home visit they should telephone the practice as normal. Please contact the practice as early as possible 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.

What about nursing appointments?

Patients who wish to make an appointment to see our nurses for things like cervical smears, stitch removal, dressings, regular injections, bloods, should continue to request these appointments as normal by telephone. Please remember that as we are still dealing with COVID19, some routine nursing services have not yet restarted, however as they do restart, patients will be able to call up as normal.

We would like to reassure our patients that we are fully accessible at all times for healthcare and we thank our patients for their understanding and support as we trial this new way of working.