

# Online consultations



**You can now access your GP services using your smartphone, tablet or computer – offering a quick, convenient and secure alternative to visiting your GP practice or surgery.**

## What is an online consultation?

It's a quick, convenient and secure way to digitally contact your GP surgery and get advice, without having to wait on the phone or take time out to come into the surgery.

Online consultations give you:

- another way to consult with a doctor, nurse or healthcare professional
- fast access to information and advice

## What will happen during my online consultation?

The type of online consultation you have will depend on your GP surgery. Most surgeries ask people to fill in a short online form.

You can use the form to:

- ask about an existing condition or medication
- ask about a symptom or referral for a test
- discuss a test result
- seek advice about something else, such as a fit note or travelling abroad.

You will get a response such as advice on what to do next through an electronic message, telephone call or video call. While many medical enquiries will be resolved in this way, if your healthcare professional feels you need to be seen, they will arrange a face-to-face appointment for you. This might be because they need to examine you or organise a test such as a blood test.

## Urgent and emergency care

Call 999 in a medical emergency. This is when someone is seriously ill or injured and their life is at risk. If you are worried about an urgent medical concern, call 111 to speak to a fully trained adviser.

### **...convenient and accessible**

You can have an online consultation wherever you are, as long as you can access the internet. This can help if you find it difficult to get to the surgery, for example if you:

- are housebound
- don't like crowds or leaving the house
- are on holiday or working away from home
- cannot get time off work or study
- care for others and can't leave them alone

### **...saves you time**


Online consultations can save you time. You don't have to travel to the surgery and wait for an appointment.

### **...private**

If you find it difficult talking things over face-to-face, an online consultation might be easier. It also means that you are in control and don't have to tell anyone else where you're going or ask someone to make an appointment for you.

### **...safe and secure**

Your online consultation and data are safe and secure. It will only be seen by staff who need it to help you.



## Your surgery

We are pleased to be able to give our patients the choice of having an online consultation when it is helpful and convenient, but you can still ask for a face-to-face appointment in the normal way when you want to.

Online consultations are not an emergency service. If it is a medical emergency call 999. This is when someone is seriously ill or injured and their life is at risk. If you are worried about an urgent medical concern, visit [www.111.nhs.uk](http://www.111.nhs.uk) or call 111 to speak to a fully trained adviser.

**Online consultations give you a quick, convenient and secure alternative to visiting or phoning your GP surgery.**



For more  
information look at  
your GP surgery's  
website or ask at your  
GP reception.

**Surgery website:**

**Start your digital journey at [www.nhs.uk](http://www.nhs.uk)**