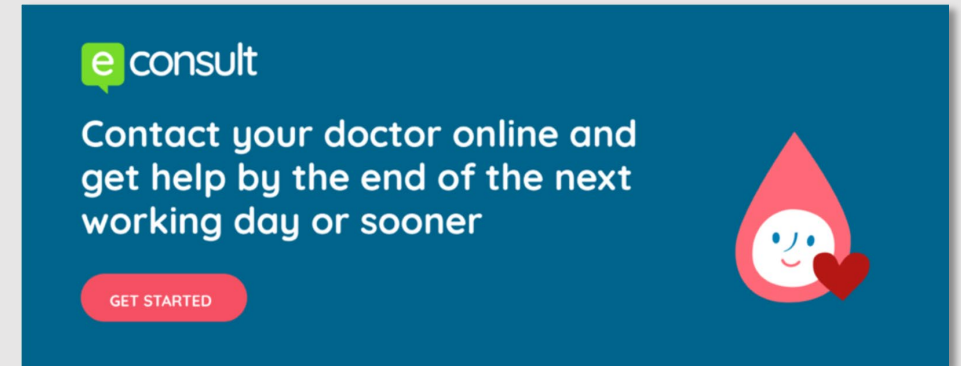


Ten Top Tips for using e-consult

E-consult allows you to describe your symptoms online and receive appropriate medical advice without needing to speak to a doctor or nurse in the first instance.

Many patients have found it useful, especially during the pandemic. However, e-consult isn't perfect and if you are less confident filling in forms online you might find it difficult to use.

Here are Ten Top Tips for using e-consult.



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1. You'll need an email to use e-consult. Filling in the form doesn't guarantee you will speak to a doctor. Your consultation may go to a nurse or pharmacy.
 2. Your GP practice receives everything you enter on the e-consult form in one long document, so don't worry that you might have put something under the wrong heading. If you feel you've already answered a question, you can write 'see above' and move on to the next one.
 3. The form does not ask, but make sure you include information on how and when you can be contacted so the practice know when to call you. If you have **access needs** (for example interpreting support) or are **only available at certain times**, or have a **preferred phone number** to use, be sure to include that information somewhere on the form.

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4. Keep in mind your current reason for contacting the surgery and stay focused on that.
 5. You can click on the buttons that say “Previous step” or “Go back” if you feel the e-consult form has taken you to the wrong place. For example, if you wanted a repeat prescription but the form is telling you to ring 111 you could try going back to the previous page on the form to change your answer.
 6. The form may ask about Pain scale / advise you go to A&E or call the doctor immediately. These are safety nets so don’t ignore the advice but take it in context. You may want to go back and change the scale to complete the form.

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7. The information on the form will not be recorded unless you submit it. This means that the information you have written will not be sent to the GP if you are advised to ring the GP or go to A&E instead.
 8. You need to **submit the form by putting in your email** and you will get a notice it has been sent. You can tick a check box on the form to have a copy emailed to you too.
 9. You will see a confirmation when you have submitted the form, and you will be told when you will hear back from the practice.

10. If you are not used to doing things online and would value further support you can contact Healthwatch Islington and book a session with one of our **volunteer Digital Champions**. We can walk you through the process and give you the support and encouragement you need to improve your confidence.

Contact our Community Link Worker Philippa Russell on 07538 764436 or email philippa.russell@healthwatchislington.co.uk to find out more.

“Up to now I was hesitant about using E-consult. Now I feel I picked up my confidence with your help and the digital champion.”

- Training participant