

## Consult with your doctor online

### Getting clinically approved advice when you need it.

We know that you don't just need medical support during practice hours and that you may need advice at any time of day. Our new online consultation system gives you 24-hour access to a wealth of health advice, self-care tips and information on your next steps. Plus, you can submit request forms directly to us for review if you need further guidance.

If you require urgent medical advice then please contact the surgery via normal routes or if out of hours then call NHS 111.

### Why use Online Consult?

**Round the clock advice:** Access a wealth of health advice at any time of day or night.

**Accurate medical advice:** Receive tailored advice and information based on your symptoms.

**Less time on the phone:** Submit your form online so you spend less time waiting in phone queues.

**Clinically approved information:** All the advice and information available through Online Consult is clinically approved and provided by medical professionals.

## Registering for Online Consult

### Step 1a (if you have already registered for Patient Access)

Sign into Patient Access at [www.patientaccess.com](http://www.patientaccess.com) or login to the app.

Go to the section on [health advice](#)

For next steps go to using online consult, see below.

## Step 1b (if you have not previously registered for Patient Access)

Please register for Patient Access at [www.patientaccess.com](http://www.patientaccess.com).

Please note – you will not be able to access online services until your identity has been verified.

Call the surgery and ask to have your patient access account verified. We will ask you a series of questions about your medical history to confirm your identity.

We will then either text or email your registration code within 2 working days once the account has been verified over the phone and you can then access your online services at [www.patientaccess.com](http://www.patientaccess.com)

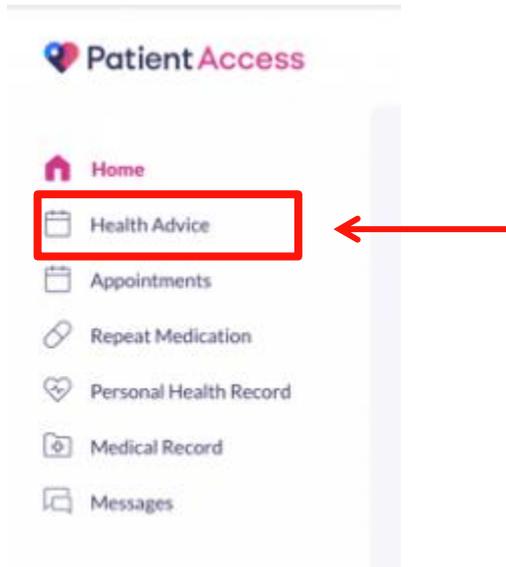
Go to the section on [health advice](#)

For next steps go to [using online consult](#), see below.

# Using Online Consult

## Step 1

Go to the section on [health advice](#)



## Step 2

Search for your symptoms or condition and select the results that match.

## Step 3

Fill in a simple online form outlining your symptoms to view relevant articles and information tailored to your results.

## Step 4

If you still need help after viewing the support material, submit your form directly to us.

## Step 5

We will direct you to the most appropriate form of treatment based on your symptoms. The surgery may choose a variety of methods to contact you. Our

initial contact will most likely be via a text message. If we require more information we may request a photo or document to be sent back to us via our messaging system.

Occasionally you may receive a phone call from the surgery if we need more details to clarify and manage your condition.

If we feel that you will require a face to face consultation to help manage your condition you will receive a text message asking you to book an appointment.

