



Online Consultation

Hello from The Friends of Parkwood Surgery!

This short guide explains how you can use Online Consultation for medical and admin issues.

What is Online Consultation?

This is a new system being implemented by all GP practices to help deal with queries more quickly. When you use Online Consultation you are entering details into a computer system which means requests can be routed directly to the most appropriate team for them to process.

When Do I Use Online Consultation?

Use Online Consultation for

- a) Same Day Urgent Medical Requests
- b) Admin Requests

For routine appointments please telephone the surgery.

Same Day Urgent Medical Requests

When you submit your request, the system will first check for any keywords suggesting an emergency – in such cases it will prompt you to contact the appropriate service, e.g. call 999.

If not an emergency, requests are sent to the surgery to be triaged and booked with the appropriate clinicians in the order of urgency.

Patients with urgent medical needs are contacted and their needs addressed on the same day: this may be by text, phone call or in-person appointment.

Patients with non-urgent requests will be contacted within 48 hours, excluding weekends and bank holidays.

Administrative Requests

All Administrative Queries are responded to within 48 hours, excluding weekends and bank holidays.

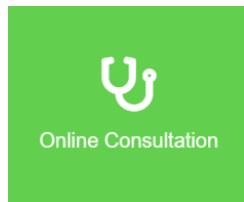


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To Use Online Consultation

On your PC or mobile phone web browser:-

- Go to <https://parkwoodsurgery.nhs.net>
- Click on the green “Online Consultation” box



Three options are presented:-

- I have an admin query
- I want help for a medical issue *
- I want to see online advice

* This option is only visible during surgery opening hours

For medical issues:-

- Select “I want help for a medical issue”
- If prompted, confirm this is not an emergency
- Write the request providing as much information as you can about symptoms, duration, treatments tried so far, etc. These details are used to decide the best course of action to help you
- Confirm how you would like to be contacted
- Enter your details
- Press Submit!



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Acute Medication Requests

You can use Online Consultation to request Acute Medication. Acute medication is defined as medication issued on a trial or one-off basis, requiring a review with a clinician before it is reissued.

The Benefits of Online Consultation

- No need to call the surgery or queue on the phone
- You have time to set out as much detail as possible on the request form so you don't forget anything important
- You can attach a photo to the request (optional)
- Many requests are dealt with more quickly this way: prescriptions can be sent to your nominated pharmacy
- It frees up the phone lines for routine queries, and for patients unable to use a computer.

If you have not nominated a pharmacy, you can set this up when you use Patient Access or the NHS App: please ensure you include the name and postcode for your selected pharmacy.



The Friends of Parkwood Surgery is your Patient Group! We work with the surgery in the interest of all patients.

If you have any suggestions or feedback you would like to share with us, please contact us –

- Via email – friendsofparkwoodsurgery@gmail.com
- Via our website online contact form – www.friendsofparkwoodsurgery.com