

PATIENT NEWSLETTER

Changes to GP Access | eConsult | Improving Access

eConsult

eConsult is a sophisticated way for patients to contact the surgery and access our services. Completing an eConsult will allow you to provide more information when contacting us so we can send your request to the correct member of our team, ensuring you receive the most appropriate care as quickly as possible. All clinical requests will be reviewed by a senior clinician at which point advice or an appointment will be given with a clinician suited to your needs.

No more 8am rush

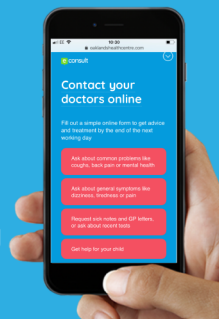
eConsult allows you to request an appointment or submit an administrative query from the comfort of your own home between the hours of 8am—5pm, 5 days a week without the need to queue on the phone. You can make your request directly to the triaging clinician, in your own words at a time that best suits you. eConsult takes an average of 3 minutes to complete and is a safe, secure way of communicating with the surgery. Patient safety is our number one priority, eConsult's will be triaged and appointments will be given based on clinical need so all patients can be seen safely at a time most appropriate.

Benefits of eConsult

- ◆ You can send your request to the surgery at any time between 8am—5pm.
- ◆ No more waiting in a queue to speak to a receptionist.
- ◆ You will be able to describe your issue in your own words directly to our triaging clinicians.
- ◆ Appointments (if required) are more likely to be with the most appropriate person.
- ◆ You will get a response to your eConsult submission offering you advice or an appointment within 48 hours, we do however aim to process all requests within 6 hours.

eConsult is free and safe to use.
Our practice team review every eConsult so we can give each patient the right care

eConsult does not have access to any identifiable patient information



CHANGES TO GP ACCESS

Dr Mirza and Partners is changing the way patients access our services. From 4th November all queries to the practice will be made via eConsult which can be accessed via our website or the NHS App.

All patients will need to complete a form for appointment requests, prescription queries and administrative queries such as fit note requests or requests for medical records.

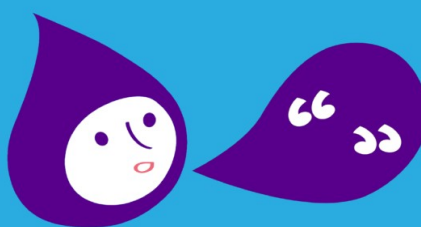
These changes are being implemented in line with NHS England's guidelines and are designed to improve patient access, not create barriers. The practice is dedicated to ensuring every patient is dealt with promptly in the most appropriate manner, every time. By streamlining our processes and using the information provided via eConsult we will be able to ensure patients get the care they need with the most suitable healthcare professional.

We understand that not all patients have the facility to complete an eConsult which is why we have a team of experienced receptionists on hand to offer support. For those patients that can get online we ask that you complete an eConsult as this opens up the phone lines for patients who can only telephone the surgery.

For each request made to the practice, patients can expect a response with advice or an appointment within 48 hours.

Contact your practice online, for free using eConsult

You can ask for medical advice and help or administrative request





e consult



Did you know that the most appropriate person for you to see may not always be a GP? At Dr Mirza and Partners we have a wide range of clinical staff who have different areas of expertise.

Along side GPs, our clinical team consists of
Physician Associates
Mental health Practitioners
Musculoskeletal Practitioners
Advanced Clinical Pharmacists
Paramedics
GP Assistants
Health Improvement Practitioners
Social Prescriber Link workers
Pharmacists and Pharmacy Technicians

There may be a more appropriate member of the team for you to see, this will not always be a GP. Completing an eConsult allows us to direct your request and arrange care with the most appropriate member of our clinical team on your first contact with the practice.

GET READY!

Download the NHS App and register for easy access to the eConsult form.

<https://www.nhsapp.service.nhs.uk/login>

If you need support downloading/ setting up the app you can visit Bolton Central Library every Thursday between 2pm—4pm

Please share this newsletter with family and friends who are also registered at Dr Mirza and Partners.

Urgent access

eConsult is a safe and effective way of us collecting information about a problem prior to your consultation. There are inbuilt safety features that identify serious medical problems whilst you are submitting your information. Through the safety questions the system identifies patients who need urgent care and will flag these for priority review when the form is received by the surgery. Where a more urgent response is necessary eConsult will stop you from proceeding and redirect you to contact the practice promptly or sign post you to the most appropriate service for treatment.

FEEDBACK

There's a number of patients that have already begun using eConsult, the feedback we have received this far has been positive and we have been able to meet patient expectations.

Case studies from surgeries who have already adopted a total triaging model has been overwhelmingly positive and it is recognised nationally that this project has been successful in improving and providing fairer access.

The next time you need to contact the surgery why not fill out an eConsult and see just how easy it is.
<https://drmirzaandpartners.webgp.com/>

We are always striving to improve and know that we can only do this with honest feedback, if you have any feedback please get in contact or enquire with reception about becoming a member of our patient participation group.

e consult



No more hanging on the phone to contact our practice.

Next time submit an eConsult online, wherever you are, for free.
If you need an appointment we'll arrange one with you.