

Dalefield Newsletter

March 2024

NHS



Contact our practice online, for free using eConsult

You can ask for medical advice and help or administrative requests

Go to our practice website and use eConsult online, for free to contact us



Improving GP Access

The way you interact with your GP Practice is changing

From the 18th March Dalefield Surgery are introducing a new way of accessing the practice. All queries and appointment requests (excluding nurse appointments) will need to be made via our new digital system, eConsult, which can be accessed via the NHS App or our website.

The eConsult system requires you to complete a form, and this can be done from the comfort of your own home, at a time that suits you. On average the form takes 3 minutes to complete.

Please be assured that this is being done to improve patient access, not create barriers. We've heard your feedback regarding the clogged up phone lines at 8am, and the long wait for appointments!

For each clinical request you can expect a response from the practice with advice or an appointment booking link within 48 hours.

For an admin request you can expect a response from the practice within 72 hours.

eConsult allows us to effectively triage patients' needs, then decide who needs a care service based on clinical need rather than on a first come first served basis based on the phone queue or arriving in Practice first.

We are holding a drop in session on Monday 11th March between 10am – 2pm where we will be able to answer any questions or concerns you may have.

Elaine is retiring!

Our Medical Secretary, Elaine, is retiring after 38 years of service. We hope you'll join us in wishing her all the best for the future. She will be incredibly missed, the Practice won't be the same without her.

Introducing eConsult

What is eConsult?

eConsult is similar to the online consultation platform we have currently but more sophisticated.

The clinical form you complete asks more appropriate questions specific to your problem, and with this extra information allows us to ensure every patient is dealt with in the most appropriate manner every time.

Clinical requests will be triaged by a senior clinician (GP or ANP) and then given advice or an appropriate appointment with a member of the Practice team – this could be on the day, within a week, or in 2-3 weeks+.

Access for the unconnected

For patients who do not have access or the ability to go digital our reception team are happy to support and assist with this. They can also offer education on how to access the system.

Urgent?

One of the most important features of eConsult is the inbuilt safety features it offers which identifies serious medical problems whilst you complete the form. Where a same day response is required eConsult will flag this to the Practice team separate to other forms to ensure it is prioritised. Where it picks up more serious symptoms that you identify it will redirect you A&E – should this occur we strongly recommend you follow the recommendation.

Admin requests

Want a GP letter? To enquire about a referral? Request a fit note? Need a private health medical? You don't need to wait on the phone anymore. eConsult can also be used for administrative based queries you may have. These will be reviewed by a member of the admin team and they will be in touch with you within 3 days either with an outcome or a timeframe. We encourage people to use eConsult for admin queries where they can.

Who's who?

Here at Dalefield Surgery we have a wide range of clinicians available that you could be offered an appointment with – not just a GP.

Our team includes Advanced Nurse Practitioners (ANP), Musculoskeletal (MSK) Practitioners, Mental Health Practitioners (MHP), Paramedics, Associate Psychological Practitioner, Advanced Clinical Practitioners (ACP), Clinical Pharmacists, Social Prescriber, Health Improvement Practitioner (HIP), Practice Nurse, Nurse Associate, Health Care Assistant, and a dietitian.

Not every problem requires a GP. Submitting an eConsult allows us to direct your request to the most appropriate person the first time. This will free up GP appointments for those that really need them.

Get ready for eConsult

- 1) Download the NHS App and register - [iPhone](#) or [Android](#)
- 2) Alternatively, visit our website and save it as a favourite so you can quickly visit again
- 3) Visit [Get to Know eConsult](#) for more information on eConsult prior to the 18th March



Get sick notes, GP letters and recent test results online

Fill out a quick form and get what you need within 3 working days.

GET STARTED

