

HMC NEWS

GP Access changes | Introducing eConsult | Making Access Better

Welcome to eConsult!

eConsult is similar to our current online access but more sophisticated. By collecting more information when you contact us, requests can be filtered to the correct person to action. Clinical requests will be triaged by a senior GP and given advice or an appointment.

Beat the 8am rush

eConsult allows requests for appointments or administrative requests to be made from the comfort of your own home, when it suits you. eConsult takes an average of 3 minutes to complete. It is safe and eConsult has no access to patient identifiable data.

Access for the unconnected

For those patients who do not have the facility or ability to access us digitally, our team of experienced receptionists will support them to do so, offering education on how to access the system and assistance. Moving forwards we encourage those who can use eConsult to do so.



The banner features the NHS logo in the top right corner. On the left, a laptop displays the eConsult website interface. To the right of the laptop, the text reads: "Contact our doctors online for free without having to come into the practice". Below this, it says: "Go to our practice website and use eConsult online, for free to contact us" followed by the eConsult logo.

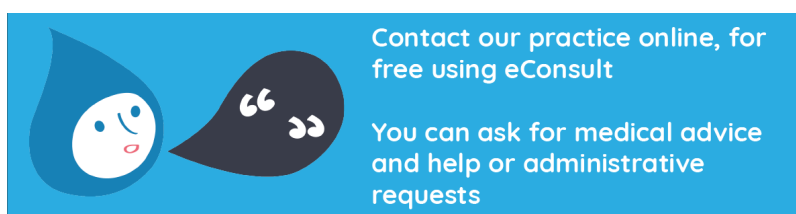
GP Access is changing

On 18th March Heaton Medical Centre is changing the way you access the practice. All queries directed to the practice will be made via eConsult, our new digital access system. eConsult will be accessed via the NHS App or our website.

To access our services all patients will need to complete a form. This will include appointment requests, prescription requests, and administrative queries such as fit note requests or chasing referrals.

Please rest assured that this change is being made to further improve patient access, not create barriers. eConsult is similar to our current online access tool but more sophisticated. By using the extra information provided via eConsult request forms, our team will be able to ensure each patient is dealt with in the most appropriate manner, every time.

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



The graphic has a blue background. On the left, there is a stylized blue water drop containing a white smiley face. To its right is a dark blue speech bubble with white quotation marks. The text on the right side reads: "Contact our practice online, for free using eConsult" and "You can ask for medical advice and help or administrative requests".



Did you know?

Heaton Medical Centre offers appointments with a wide range of clinicians, not just GP's.

Our Team includes Advanced Nurse Practitioners (ANP's) Mental Health Practitioners (MHP's) Musculoskeletal (MSK) Practitioners, Social Prescribers, Clinical Pharmacists, Phlebotomists, Health Improvement Practitioners (HIPs) and a Dietician.

Not every problem needs a GP. By submitting your request via eConsult we can direct your request to the most appropriate person, the first time. This leaves GP appointments available for those who really need them.

eConsult allows the practice to decide who needs a care based on clinical need, not who arrives at the practice first or is first in the phone queue.

What if it's Urgent?

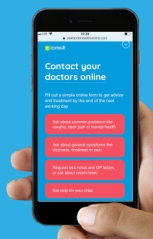
eConsult is a safe and effective way of us collecting information about a problem before we speak to you. However it also offers inbuilt safety features and identifies serious medical problems whilst you are submitting your information. Where a same day response is necessary eConsult it will stop you and redirect you to contact the practice promptly where our urgent care team can assess you in a timely and thorough manner.

Long Term Conditions, Medication reviews and follow up appointments.

For regular appointments we will still ask you to contact the practice using eConsult. We may be able to complete your review without you attending the practice, or where an appointment is required we will send you a booking link. So you can still book an appointment when you have time and at a time that suits you.

How to use eConsult

1. Feel unwell, or have a request for the practice? Go to our practice website and start an eConsult
2. Choose the relevant section for your request. Submit an eConsult
3. Our practice team review every eConsult. If our doctors think you need an appointment we will get one booked in for you



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

Get Ready!

1. Download the NHS App and register.

(Download for [iPhone here](#) or [Android here](#))

2. Share this newsletter with family and friends who are registered at Heaton Medical Centre and may not have received it. (We would encourage you to share digitally and save the planet but please print and share for those who might not have digital access!)