

'Having signed up for online access some time ago I have always used it for repeat prescriptions and booking appointments and found it very easy to use and also it is available to do 24hours a day so I never have the problem of catching the surgery open to book or request by phone. I also signed up to be able to view my online records and have been impressed with being able to see what my medical history is and intrigued at what letters were sent prior to being able to view them.

Recently I have been having tests at Tameside Hospital and been visiting Dr Hannan in relation to this. When I got a call from the surgery to have a telephone consultation the next day with the doctor I panicked. What would he want to tell me, the results must be bad as he wants to talk to me?

When I spoke to Dr Hannan he told me to have a look at the results via the online access and then explained what the next step was. He also mentioned that I should plot my progress on the 'map of medicine' as this would tell me what my next step was on an easy to use flowchart. From this it was required that the doctor referred me back up to Tameside for a further test.

This time I knew that the results would be back in the medical centre in 6-7 days. I logged on in the morning and my results were there. I studied what they told me and compared them to the WHO guidelines which were also within the report. From the results I was able to spend about an hour looking into why one of the results was below the guideline. Having done my research using the WHO website and other trusted websites I was able to feel very confident that the 'low result' was not going to be an issue.

I then consulted the map of medicine to find out what the next step was.

I received a call from the Medical Centre in the afternoon telling me Dr Hannan was requesting a telephone consultation with me the next morning. I did not panic this time as I knew what we were going to discuss and I had a clear idea of what I wanted to ask.

Dr Hannan phoned me and I told him what I had done this time and he asked me to explain what I had discovered from the results. This resulted in a more efficient consultation as I was already aware of the results and had ignored what wasn't applicable and due to my own research was happy that everything was ok. The doctor confirmed my findings and from my use of the map of medicine was able to discuss the next step we take.

Now that I have used the system from start to 'finish' I can now see exactly what Dr Hannan is trying to achieve and how fantastic it is'.

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