

HOW TO SUBMIT AN ONLINE REQUEST TO YOUR GP PRACTICE



Please note! If your medical query is urgent then contact '111' or for a medical emergency contact, '999'.

If you want to submit a query to your GP practice you will need to visit their website. A link should be provided that allows you to begin submitting your query. However, if this is not clear then you will need to contact your GP practice.

A screenshot of a web form titled 'The Accurx Practice (29392)'. The header includes the NHS logo, the practice name, address (Accurx Health Centre, 27 Downham Road, Haggerston, N1 5AA), and a 'Powered by Accurx' logo. The main heading is 'Contact us about your request'. Below this is a yellow warning box stating: 'This will be read by a member of the team within 2 working days. If you need more urgent help, call your GP. If your GP practice is closed, visit NHS 111 online or call 111. In an emergency call 999'. Underneath is the question 'What would you like help with?' followed by three selectable options: 'Admin query' (includes fit (sick) note, test results, repeat prescription or anything else admin related), 'Medical request' (Tell us about a new or ongoing problem), and 'Online advice' (See NHS advice and guidance on conditions, symptoms and treatments). Each option has a right-pointing arrow icon.

When selecting the link you will be able to see the name of your practice, the address of the practice, a standard warning message indicating the expected duration for your query to be responded to, and information on what to do if your query is a medical emergency.

Below this information are three choices to select from based on the nature of your query.

“I have an admin query”

Selecting this option will allow you to:

- Request a doctor's note
- Request a fit (sick) note
- Ask questions or get an update on a referral
- Request your Repeat Prescription
- Follow-up on Test Results (Blood Test, Scans, etc.)
- Any other advice or information that is not medically related



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Admin query

Select an option

Doctor's letter
This includes: private, insurance, educational letters etc.

→

Fit (sick) note
Tell us if you need a medical statement about your fitness to work.

→

Referral follow-up

→

Repeat prescription

→

Test results

→

Something else

→

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"I want help for a medical issue"


Selecting this option will allow you to submit a request to get help regarding a medical issue. You will be asked to provide the following:

- A description of the medical problem (Option to attach up to 5 photos)
- Describe how long you have experienced these symptoms or had concerns, as well as whether these symptoms/concerns are better or worse
- Describe what you are particularly worried about.*
- How you would like your GP practice to help
- List times that you are not available to be contacted during GP opening times.*

* = are option fields and do not require you to enter any information if you don't want/need to.



Medical problem

 Make it clear if you are filling this in on behalf of someone else.

Describe the medical problem

e.g. Sore throat with a dry cough.

Type response here

500 characters remaining

+ Attach a photo (optional)

How long has this been going on for?

e.g. It has been going on for over a week.

Type response here

500 characters remaining

Is this problem getting better or worse? Have you tried anything?

e.g. It is getting worse and I have taken paracetamol.

Type response here

500 characters remaining

Is there anything else you want to tell us? (optional)

e.g. I used to get tonsillitis as a child and I have a penicillin allergy

Type response here

500 characters remaining

Specify when you are NOT available to be contacted (optional)

e.g. Not available between 2-3pm on Mondays and Fridays

Type response here

500 characters remaining

Medical Urgency Check

Following the option you select, you will be asked to confirm whether you are experiencing any of the below symptoms.

Confirm this is not an emergency

Adults Children



Call 999 or go to A&E now if you or someone has any of these:

- **signs of a heart attack** (chest pain, pressure, heaviness, tightness or squeezing across the chest)
- **signs of a stroke** (face dropping on one side, cannot hold both arms up, difficulty speaking)
- **sudden confusion or delirium** (unsure of own name or age)
- **suicide attempt** (by taking something or self-harming)
- **severe difficulty breathing** (not being able to get words out, choking or gasping)
- **a serious accident, or severe injuries burns or scalds**
- **heavy bleeding** (spraying, pouring or enough to make a puddle)
- **severe injuries** (after a serious accident or assault)
- **a seizure or fit** (shaking, jerking, or unconscious & can't be woken up)
- **sudden, rapid swelling** (of the lips, mouth, throat or tongue)

British Sign Language (BSL) speakers can [make a BSL video call to 999](#).



Deaf, hard of hearing or speech-impaired people can use 18000 to contact 999 using text relay or a textphone.

 **In an emergency don't use this form as your request will NOT be seen immediately.** If it's not an emergency but you need medical help right now, please call your GP. If your GP practice is closed visit [NHS 111 online](#)  or call 111.

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I confirm, none of these are present

If you are experiencing any of these symptoms and acknowledge this you will be signposted to the emergency services.



Personal Details

You will be asked to provide your personal details before submitting your request. Providing this information will allow your GP to match your medical record to the request you have submitted in this form.

Who is this request for?

☒ Myself

☐ Someone else

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Continue

Your details

Provide details so we can identify who this request is for.

First Name

Last Name

Date of birth

For example 26 2 1956

Day

Month

Year

Sex

Please select

Why aren't there more options?

Postcode

Your phone number

A mobile number is preferred.

How would you like to be contacted? (Select all that apply)

While we do our best to follow your preferences, this may not always be possible

☐ Text message

☐ Phone call

Do you want to verify your identity by receiving an access code?

This will help process your request faster.

☐ Yes, verify

☐ No, skip this step

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Continue



If you are submitting this form on behalf of someone else then you will be asked to provide your own details along with the person's details that you are submitting this form. Examples of when and might be the case will include (but are not limited to);

- You are the person's guardian/parent.
- You are the person's carer.
- You are contacting the practice and have asked the receptionist to complete this for you.

Who is this request for?

☐ Myself

☒ Someone else

Back

Continue

Contact details

Your details

Provide details so we can contact you.

First Name

Last Name

Your phone number

Relationship to patient

Patient details

Provide details so we can identify who this request is for.

First Name

Last Name

Date of birth

For example 26 2 1956

Day

Month

Year

Sex

Please select

① Why aren't there more options?



Postcode

Phone number

A mobile number is preferred.

How would you like to be contacted? (Select all that apply)

While we do our best to follow your preferences, this may not always be possible

☐ Text message

☐ Phone call



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Once you have completed your details and entered your phone number* you will then be asked whether you want to verify your identity by receiving an access code.

*= You must ensure that you enter a valid UK mobile number.

Do you want to verify your identity by receiving an access code?
This will help process your request faster.

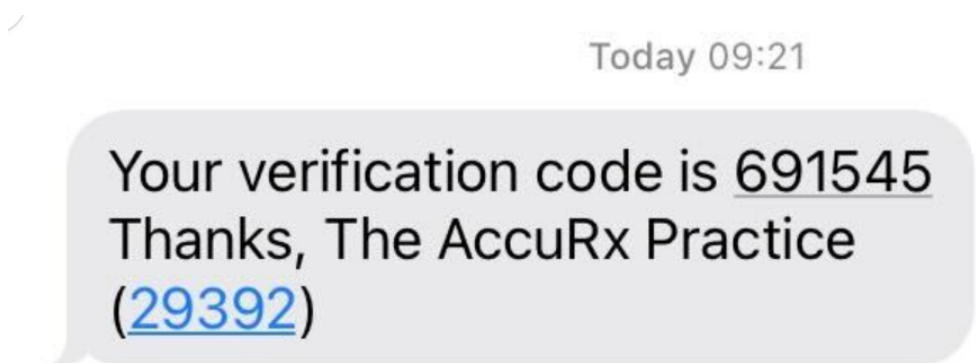
☐ Yes, verify


☐ No, skip this step

What happens if I select, 'Yes, verify'?

If you click 'Yes, verify' and then 'Continue' you will be sent an SMS message with a verification code to enter on the next page (see below). This verification code is known as a two-step authentication process and it allows your GP to match your request to your health record much faster.

(Please note, this code isn't a confirmation of your request submission.)





The AccuRx Practice (29392)
Fulford Grange, Micklefield Lane, Rawdon
Leeds, LS19 6BA

Powered by [Accurx](#)

Verification code sent to

0777777777

It can take up to a minute to send to your mobile phone.

Verification code
It should be 6 digits

Confirm verification code

Didn't receive the code? Try sending it again.

Send verification code



What happens if I select, 'No, skip this step'?

If you click 'No, skip this step' then you will be able to continue to complete the form however, it may mean that there will be a slight delay in your request being completed. Your GP will have to manually locate your health record and match it with your request.

Confirming Your Request


Once you are satisfied with the information you have provided and you have provided your details (and completed the two-step verification process) then you will be able to:

- Confirm you are sending this to the correct practice,
- Confirm that all the information you have provided is relevant and accurate,
- Confirm that you have entered your personal details correctly,
- State the best method to contact you, 'Text message' or 'Phone Call',

Review request before submitting

Your request will be sent to:

The Accurx Practice (29392)
Accurx Health Centre, 27 Downham Road
Haggerston, N1 5AA



Mickey Mouse

Date of birth: 17/11/1956

Gender on record: Male

Phone number:

Postcode: EC2A 3LT

Query: Doctor's letter

What is the letter for?: test

When do you need the letter by?: test

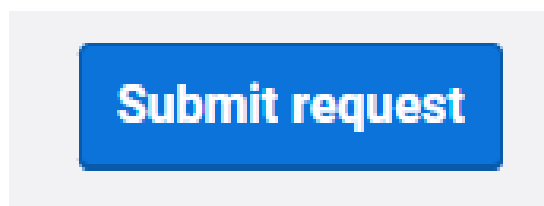
Contact method preference: Text message, Phone call

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Submit request



When you are finished you will need to select the, 'Submit Request' button at the bottom of the screen.



Following that, you will be navigated to the next page confirming that your request form has been submitted.

 **Request submitted!**

What happens next?

The practice will review your request within 2 working days

If you become more unwell or need help more urgently, please call your GP. If your GP practice is closed, visit [NHS 111 online](#) or call 111. In an emergency [call 999](#)

How was your experience?

Click here to give Accurx feedback on your experience. They built this form and regularly review it to make improvements.

