

Cranbrook Surgery- GP Online for Non-Urgent Queries

Cranbrook Surgery offers an online consultation platform called AccurX- <https://accurx.nhs.uk/patient-initiated/f86698>. Patients can submit non urgent clinical as well as administrative queries through the portal.

What can you use it for?

- Ask a question about a health concern or non-urgent appointment request
 - Acute medication requests
 - Travelling abroad need vaccination and advice
 - Follow up on results or treatment
 - Requesting letters, forms to be filled or any other admin requests
 - Request admin help (e.g. sick note extension)
 - Update your GP about your symptoms
 - Send a photo (if requested by the surgery)
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When NOT to use the form

- **Emergencies** – If life is in danger (e.g. chest pain, stroke) call **999**
 - **Urgent help needed now** – Use **111.nhs.uk** or call **111**
 - Need an **Urgent appointments for the Acute medical conditions** – please ring the surgery
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How does it work?

1. **Go online** – GP surgery website- <https://accurx.nhs.uk/patient-initiated/f86698>) or the NHS App and click the link.
 2. **Fill in the form** – Answer some simple questions about your query.
 3. **Submit** – Check your details and send the form.
 4. **Get a reply** – You'll receive a confirmation message, and the GP team will review your request. You should get a response either same day or within **2 working days**.
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When to use the online form

- Non-urgent questions or health concerns
 - Hard to call during surgery hours
 - Avoid waiting in phone queues
 - Want to contact your GP - **this service is available during Monday – Friday, 08:00am –18.30pm**
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Benefits

- Available anytime
 - Easy and convenient
 - Avoids long phone waits
 - Your query is sent to the right healthcare professional
 - Safe and confidential
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NHS App

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the [Google play](#) or [App store](#). You can also access the same services in a web browser by [logging in through the NHS website](#).

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man. Find out more about [who can use the NHS App](#).

What the NHS App does

- **Prescriptions:** Request repeat prescriptions and nominate a pharmacy for collection.
- **Appointments:** Book, view, and manage appointments with your GP surgery and hospitals.
- **Health Records:** Access your GP and hospital health records, including allergies, medicines, and some test results.
- **NHS Number:** Find and view your NHS number.
- **Organ Donation:** Register or update your decision about organ donation.
- **111 Online:** Use NHS 111 online for instant advice and to get help near you.
- **Data Preferences:** Control how the NHS uses your personal data.
- **GP Messages:** Receive messages and notifications from your GP surgery.