

User guide on how to complete a Klinik Form

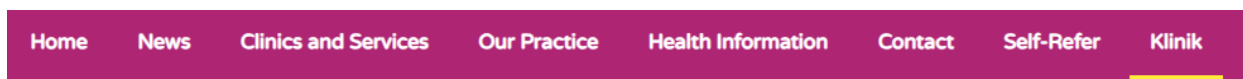
Klinik is a user-friendly online assessment which makes it easy for patients to contact the surgery. It reduces the number of phone calls so it's easier to get through if you can't use Klinik

Klinik is available between 6.00am and 6.00pm (5.30pm for Urgent & 6.30pm for non-urgent) on weekdays. Klinik is not available outside these hours, and you should use NHS 111 or 999 if your problem warrants it.

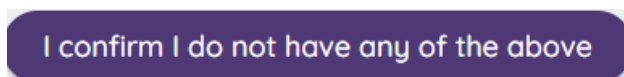
Klinik might seem awkward and lengthy when you first use it, but familiarity makes it simple! If you are unable to use **Klinik**, the phone lines are there for you as usual. It is possible to complete the Klinik request using a computer at the surgery.

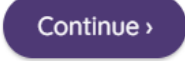

Getting started:

- Go to the surgery website: <https://www.wistariaandmilford.nhs.uk>
- Click on Klinik



- Click on the highlighted **KLINIK**
- Read through statement if none apply click:



- Choose between  or  if you have registered (it is easier not to use NHS Log in)
- Select the nature of your visit and choose one of the following options:

A screenshot of a web form titled 'Select the nature of your visit'. It features several selectable options in white boxes with grey borders. The 'Non-urgent new medical issue' option is highlighted with a dark blue background and a green checkmark icon. Below this, there are more options: 'Back, bone, joint or muscle problem', 'Mental health problem', 'Other issue I think can be dealt with by telephone/email', and 'Other issue I think needs face to face contact'. A dark blue 'Continue >' button is at the bottom right.

Touch the body map at the location of your main symptom

- specify the location of your problem on the body map
- duration of symptoms
- sex
- age

Continue ›

- Primary symptoms
- General symptoms

Sometimes your choice opens another set of boxes, e.g. repeat of symptoms, pain scale. Read through carefully and choose any that apply but remember to keep your answers focussed and relevant to your problem.

Continue ›

: Your previous answers will sometimes need to be checked by the system as they suggest a more urgent care need, so questions are repeated.

- *There are then a series of boxes where you can describe your symptoms in a bit more detail.* Keep your answers focussed and relevant to your problem

Continue ›

: Previous treatment and whether clinical staff have seen or treated this problem

Continue ›

: Concerns and expectations

Continue ›

: Times NOT suitable for a call/ appointment

Continue ›

: Your patient details.

Submit ›

: You will receive an email or text to confirm the request has been sent

- **If you have 2 unrelated problems, you should submit 2 requests.**

The surgery aims to deal with all urgent queries within 1 working day. Non-urgent requests will be acknowledged within 5 working days, and you are asked to wait for a response and not submit further requests unless your issue worsens.

Requests will only be processed during working hours 8.00am to 6:30pm

(5.30pm for Urgent & 6.30pm for non-urgent requests)

Monday to Friday excluding Bank Holidays.