

Great for patients... and great for the practice

The **GPs, nurses and staff** at Brunswick believe they can offer **all patients a better service** if **those who have internet access** contact us via **eConsult** before seeking an appointment or making an administrative enquiry.

What is eConsult?

It is an NHS-approved, online consultation and triage platform that collects your medical or administrative request and sends it through to the GP for triage and decide on the right care for you. It is designed to enhance patient access, improve practice efficiency and signpost patients to the right place at the right time for their care.

Find it on our website: www.brunswicksurgery.co.uk

For more information watch www.youtube.com/watch?v=tbg1AhkmZkU

Why eConsult is great for any patient with internet access

Saves you time

- Save a trip to the surgery – your query may be resolved with a phone or video call, a text or email
- Avoid the need to get through on our very busy phone lines; simply click on the link – you don't need special login details

Quicker response

- You get a response by the end of the next working day (often much sooner)

More convenient

- You can access eConsult wherever and whenever you want: at home, at work or on the move.
- You can access it via a PC, laptop, tablet, smartphone or via the NHS App
- You complete an eConsult form at a pace that suits you. It asks the same questions that a doctor would in a consultation, but you have more time to think about your answers. You can also add pictures if appropriate.
- You can complete an eConsult query for a child in your care

eConsult is clinically-supported and digitally secure

- eConsult was created by NHS GPs for NHS patients and is under constant review
- There is a robust **red flag system** applied to every eConsult enquiry. This ensures that patients with urgent or worrying symptoms are directed immediately to the telephone-based service
- eConsult uses the highest security standards to ensure patient information is always kept safe and secure

Why eConsult is great for the Brunswick Surgery team?

- Knowing a patient's symptoms upfront helps the practice get you the help you need from the right person at the right time
- Gathering information in a standard format helps doctors address patient needs efficiently
- Administrative queries get filtered direct to the team that handles them
- eConsult supports self-care: Medical advice is available via eConsult at any time. It includes NHS self-help information, pharmacy advice, signposting to other services and an on-line symptom checker.

Examples of where eConsult can make your life easier:

Receive advice about treatment without the need for a face-to-face appointment | Request a letter or fit notes | It provides the opportunity for you to plan investigations with your doctor before seeing a GP, meaning one appointment rather than two | Contraceptive pill checks and some other long-term condition reviews | Advice on travel health and vaccinations

You can still call the surgery:

Our trained admin team will go through a standard questionnaire with you so that all the information is recorded ready for the GP to triage your query. However, this service may take longer than filling in a similar form online.

Our go-live date is 30th May 2022

From this date we would ask that eConsult is used as your mode of first contact with the practice, in place of phone calls or emails for medical or administrative queries, as long as you are able.