

Brunswick Surgery

Surbiton Health Centre, Ewell Road, Surbiton KT6 6EZ

Summer 2022



eConsult is now our chosen method of communication between patients and the GP team.

The service is currently available from 7am-5pm Monday to Friday for patients who have access to the internet or the NHS APP.

If you don't have access to the internet, or the NHS App, please call the surgery to speak to our admin team who will complete the form for you over the phone.

Once your form has been submitted, a GP will triage the information you have

provided the same day and decide what help we can provide.

We would encourage all patients who can use eConsult to do so.

By using eConsult, we can reduce waiting times on the telephone for those who need to contact us. eConsult performs a triage on your condition and might inform you to contact the practice directly, please tell reception if this has happened.



eConsult: making getting the right help from your doctor easier



Patients with urgent symptoms will be identified quickly and helped sooner - this is because we will know why you need help already.



We can save you a trip to the surgery - we'll let you know if you need to be seen. Otherwise we will help you over the phone or let you know what to do.



A doctor may not be the best person to see you, so we can make sure you're seen by the right person based on your symptoms and the help you need.



You can use eConsult from any device that has an internet connection and at any time. No more queueing on the phone at 8am to get help.



As we know what your symptoms are, we can book you in for tests before an appointment or send a prescription to your pharmacy, saving you time.



There's no login or password for eConsult so there's one thing less to remember. Only your own practice sees the information you have submitted.



You can keep records of the eConsults you have submitted and access NHS self-help information.

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Admin requests made easy with eConsult



When you're not feeling well, the last thing you want is to leave the house. **eConsult** can help make annoying administrative requests quick, easy and convenient.



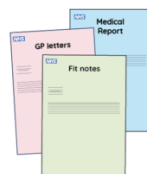
Available any time from any device.

- eConsult is found on your practice's website and can be used day or night from any internet connected device.



Save yourself a call or trip - go online.

- Request further details about your blood, urine, swab and other test results through eConsult.
- Use the NHS App to view information about your previous tests and results.



Use eConsult to easily request...

- An extension or new fit note.
- A GP letter (like private referral letters).
- Medical reports or examination (such as occupational health reports or proof of immunisations).

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