

THE WILSON PRACTICE

Patient update 6 October 2020

WE ARE HERE FOR YOU

- ✓ we always see patients who clinicians feel need a face-to-face appointment, *but...*
- ✓ please use eConsult* as **first contact if you have internet access to leave telephone access for those who do not** (our lovely Reception team is quite stretched at the moment and there is often a queue)
- ✓ our GPs and nurse practitioners review all contacts promptly
- ✓ patients receive a prompt response, generally within hours
- ✓ if an appointment is appropriate this is generally arranged within a day or two
- ✓ we don't want anyone with worrying symptoms to avoid seeking our help, but for minor conditions remember that community pharmacies and NHS-approved websites** can be very helpful

*if you have the NHS App, you can access eConsult more quickly, as your personal details are already verified. Simply click 'Get health advice', then 'Ask your GP for advice'. If you do not have the NHS App, find the eConsult link on the home page of our website.

PLEASE USE eCONSULT IF YOU CAN – so we can help MORE PATIENTS – MORE QUICKLY

We appreciate that eConsult can be a bit 'clunky' and repetitive (it is being refined all the time), but it is designed by NHS GPs and our **doctors and nurses trust it** to do the first stage 'fact-finding' from patients, to enable them to help **more patients, more quickly**.

From a patient perspective, eConsult is **convenient**: you can complete it when it suits you, whether the practice is open or not, you can think about your answers if it is a new or complicated issue and, you avoid the telephone queue, which is only the first step if you call us...then reception asks you enough questions to list you for the right clinician and then, when a clinician contacts you, they will ask a lot of the same questions as eConsult.

We suggest patients who have queries or concerns about on-going conditions to use eConsult's '**general advice**' option, as that often has fewer questions, and it is completely fine to enter 'see previous' or 'not applicable' as you work through the questionnaire.

We are grateful to the many hundreds of patients who use it each week; it really does help the clinicians help them quickly and frees up time for others too. We urge all patients who have internet access to give eConsult a go next time they feel they need medical assistance from us: **it is not a substitute for our clinical expertise – it enables us to use that expertise more effectively**.

STAY SAFE

- ✓ **coronavirus is circulating locally** (albeit currently at lower levels than elsewhere)
- ✓ **keep to the guidelines – good hand hygiene, cover your face, keep your distance**
- ✓ **respect any request to self-isolate**

FLU VACCINE LATEST

We are vaccinating **eligible patients** (those over 65 or those in any of the at risk groups) in routine clinics currently. If you haven't had your flu jab yet, please book on-line or call Reception (Tues – Fri 10am – 5:30pm). **Eligible children** are being invited for their nasal spray; please respond when you receive a text or letter. We are still waiting for advice regarding delivery of vaccines for people aged 50 – 64 not in any at-risk group.

TRUSTED MEDICAL WEBSITES include:

- ✓ what0-18.nhs.uk – for children's symptoms
- ✓ www.nhs.uk