

## What patients and doctors are saying



“Fantastic! Asks all the relevant questions and presents it in a quick easy to read format which can be part of your consultation. Brilliant.”

**Dr Nadeem Ahmed**, GP

“The information gained from answering a few simple questions means that the GP has lots of extra information before the patient enters the surgery door.”

**Family of patients at Haughton Thornley Medical Centres**

“An overwhelming success with superb patient experience.”

**Dr Amir Hannan**, GP

“When I came in the Dr had booked a specially long appointment for my problem as well, I was really pleased to not feel rushed and I had been able to explain it all beforehand.”

**Jane Webster**, Patient

“askmyGP has helped us improve choice and access for patients, we can now offer people help more quickly.”

**Dr Sue Arnott**, GP

## Feedback



**Many patients give us feedback on the service. Here are some of their comments:**

“I felt the range of questions allowed me to express my concern. The final comment box was useful.”

Thousands of fellow patients across the UK already benefit from this approach

“Better as the doctor gets the information before the appointment and you don't have to call the surgery.”

“I needed advice but did not feel I needed to take up a full GP appointment.”

**Please see our notice boards and website for further details of times, services and doctors' working days.**



**Faster, easier access to your GP surgery**

**Rapid | Personal | Secure**



Visit our Practice website and click on **askmyGP**

## Faster, easier access to your GP surgery

When you're feeling ill or anxious the worry of trying to get through to your GP surgery can be the last straw.

Our new service, **askmyGP**, now means that you can request help from your Practice when, where and how it suits you.

Enjoy feeling more in control as you ask for help securely from your smartphone, tablet or computer. Bookmark the link in your browser so you don't forget.

All personal information you provide remains secure

## What is askmyGP?

It's our online service where you can seek help from a GP. The information you give us means the doctors - or other members of staff - are better informed and can help you with your problem quicker.



## How does it work?

Three simple steps

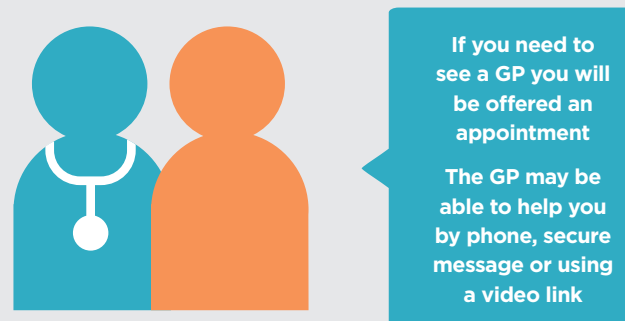
Complete your online askmyGP request



The GP works out how best to help you



You see or speak to the GP



## With askmyGP:

- ▶ You can message us at any time
- ▶ There's no need to book ahead
- ▶ You can look forward to a prompt response in working hours
- ▶ You can let us know how and when it's best to get back to you

**askmyGP means you can get help quickly for yourself as a patient, as a parent or carer, for:**

- ▶ A medical problem (non-emergency)
- ▶ Advice and reassurance
- ▶ Any other question for your surgery

## How does askmyGP help you?

**askmyGP** helps you to avoid unnecessary visits to our Practice.

Independent research shows that many requests from patients and their carers can be handled safely and effectively by phone, secure message or video link.

Your medical details remain confidential to you and your GP



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