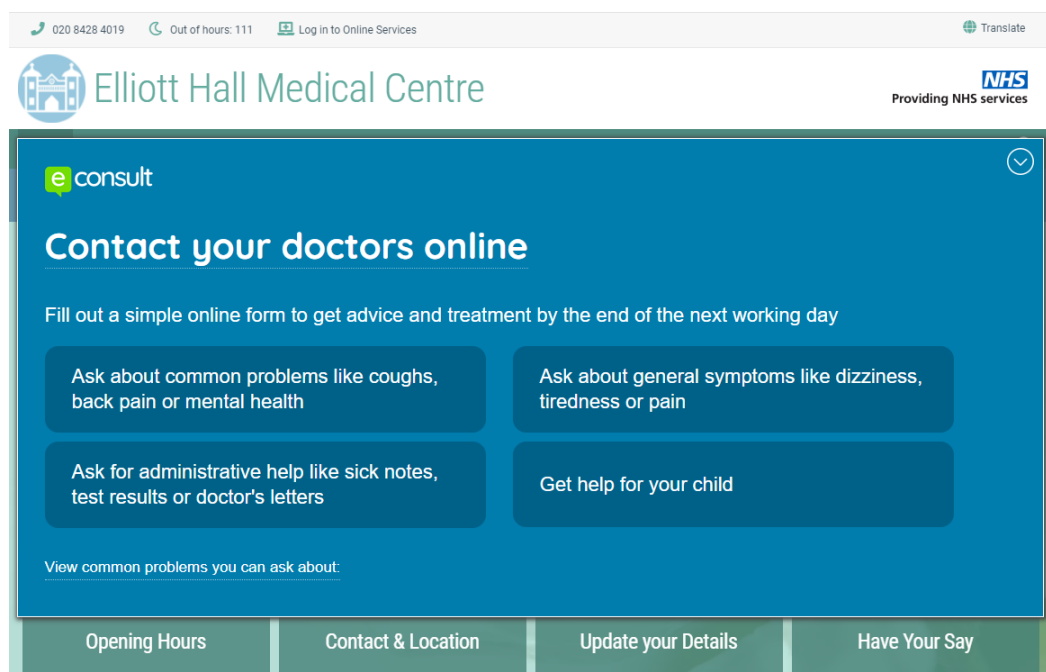
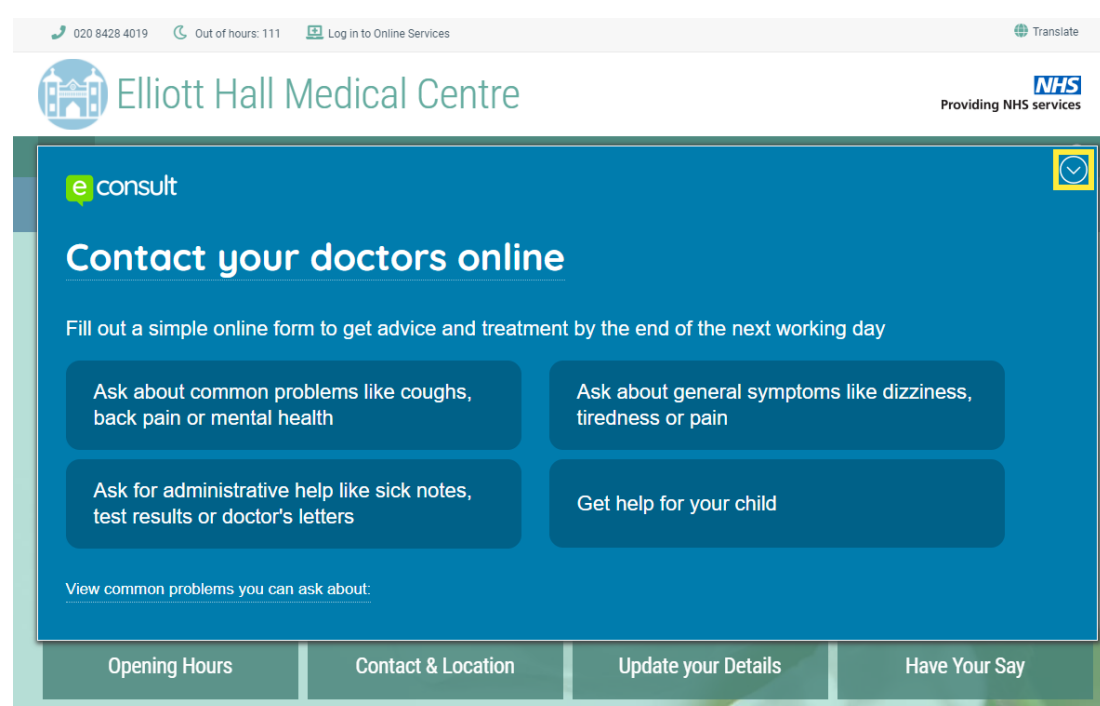


How to use eConsult? A Guide for Beginners

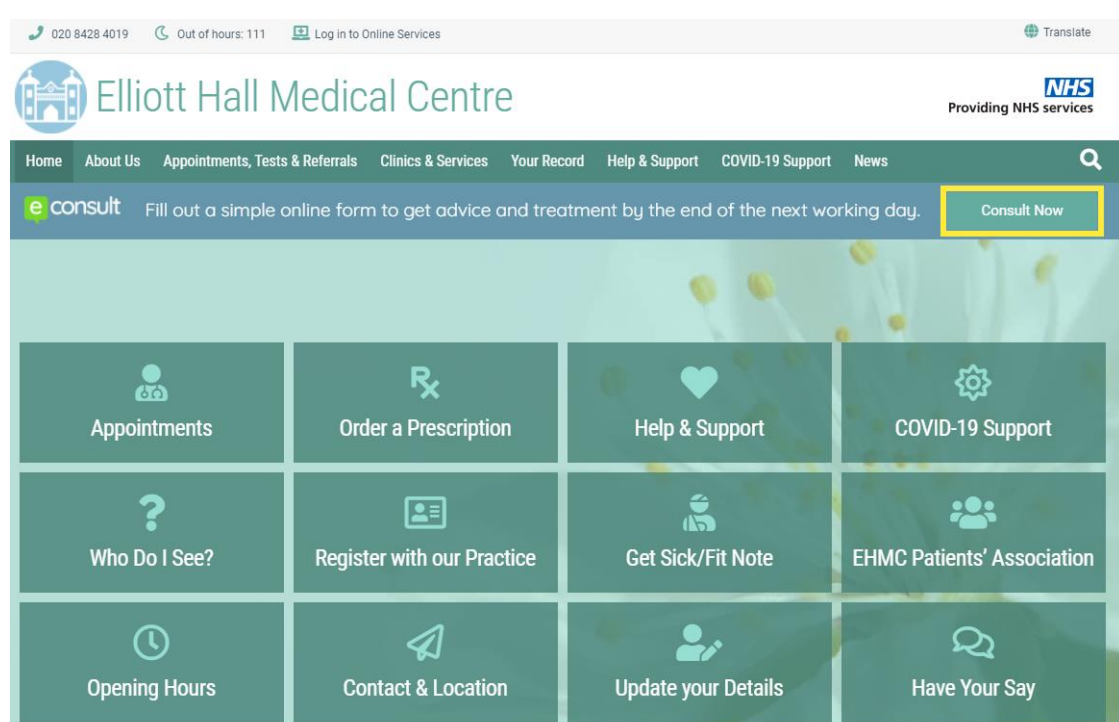
STEP 1: Type www.ehmc.co.uk in your web browser (e.g. search in Google) and fill out the on-screen form based on your symptoms



STEP 2: If you are unable to find your complaint in the pop-up box click the down arrow (highlighted)



STEP 3: The pop up should disappear and reveal the website, click on the "Consult now" button (highlighted)



What is e-consult?

- It is a more efficient way to use the GP health service, and aims to make the service to be more accessible
- This is really useful because:
 - Patients don't have to wait as long
 - Quicker appointments
 - Helps the clinicians make decisions
 - Can be used to improve services



STEP 4: After clicking "consult now" please click the relevant help you need, if you do not see your option, you can search for it in the bar below.



Search by condition, symptom or topic

For example: back pain

STEP 5: Fill out the form and await reply from the Practice!

Vomiting and Diarrhoea

Food poisoning and gastroenteritis are other names for vomiting and diarrhoea

I want to help myself >

Get information and watch videos about vomiting and diarrhoea

I want pharmacy advice >

Information about over-the-counter treatments

I want treatment and advice from my GP >

Consult your GP via a simple online form

How to use eConsult?

FAQs

What can I use the form for?

You should use the form if you would like advice from a GP, a new treatment, a referral outside of the GP practice, to complete a review on your long-term condition/contraception if asked to do so by a GP, or to request admin help such as a sick note.

I was filling out the form and it told me to call the practice urgently. Should I be alarmed?

The form will say this by default if you have entered a pain score (out of 10) that it deems too high. This is purely for your safety, so that patients aren't left in severe pain for prolonged periods of time. Don't be alarmed, but please do ring us to help you receive medical advice as soon as possible. Please also do not change your pain score just so that the form allows you to progress - it is important that the GPs get accurate information regarding your current symptoms to aid in diagnosis and treatment.

What if I have no internet access or can't wait until the next working day to talk to a doctor?

In these situations, please ring our reception team on **020 8428 4019** and they will be able to fill out the form for you over the phone. Please be aware that they will therefore ask you questions surrounding your symptoms or what you would like to speak to a GP about. However, we would ask that you try your best to access the form online wherever possible - as the receptionists will be asking more questions, calls will take longer, and if everyone calls in then our team will be unable to cope with the demand. We are asking everyone to do their bit to keep the lines free for the most urgent calls.

What if I want to book an appointment on a specific date or with a specific doctor?

If you would like to speak to a specific doctor, please record this on the form and we will try our best to accommodate your request wherever possible. Please also state if this is regarding an issue you have previously spoken to this GP about, as we always do our best to allocate you the same doctor for continuity

What happens next?

As soon as it is submitted, you will receive an email confirming we have got your eConsult and providing a copy of the report. The practice will respond to your eConsult by the end of the next working day, with either a phone call from a health professional, a scheduled appointment for either the same day or a later date, a referral, prescription or direction to self-help advice, depending on what is most appropriate for your situation.

