

## Engage Consult - Patient Guide No 2

### How to send a message to your GP Practice using Engage Consult

Engage Consult is an online consultation service. You can use it to ask for help about a non-emergency medical problem or for general advice from your doctor or other members of the Practice team. This can be done without having to visit the Surgery or ring on the phone. The online consultation service can be used from any mobile phone, tablet or computer. The Practice will reply with an answer to your question and tell you what you should do next. If you send your question within their online service times, you will usually get a reply on the same day. This Guide will help you through the process.

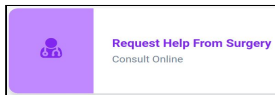
Before sending a message to your Practice you need to sign up to use the service. To do this, go to the Practice website and click on the Online Consultation banner or Engage Consult logo. The leaflet “How to sign up for online consultation services” will help you do this, it can be found on your Practice website. Please note. The Engage Consult service must not be used for medical emergencies where urgent help is needed, for example chest pain, collapse or severe bleeding. Please call 999

#### How to send a message to your Practice

##### Step 1

Login to your Engage Consult account by visiting your GP Practice website and clicking on the **Online Consultation** banner or the **Engage Consult** logo.

Click on the “Request Help from Surgery” button.



##### Step 2

Using your login details, add your Username and Password, then click on “Login”.

##### Step 3

To use the online services for yourself click on your name.

##### Step 4

Choose the service you want to send your message to.

##### Step 5

Please read and tick the different Terms of Service Statements and press Continue.

##### Step 6

Enter the best phone number for the GP to contact you on if needed.

##### Step 7

Please click on the correct box to show whether you have an administrative query (eg to ask about a letter or appointment) or a medical problem?

Messages can be sent at any time of day. Every Practice has a “Same day response time”. If your message is sent before this cut off time, you will usually get a reply by the end of the day. If your message is sent after this time you may not get a reply until the next day. Information about “Same day response times” can be seen on this screen.

### Step 8

If you are sending an administrative question, click on “Administrative Query”. First choose the service you would like help from. Then, click on the box which best describes your problem. Type in your question, click on “Continue”. You can choose to save the report, or click on “Continue” and go to Step 15 of this Guide.

### Step 9

If you are sending a medical question, click on “Medical Problem”. Then choose from the list of services.

### Step 10

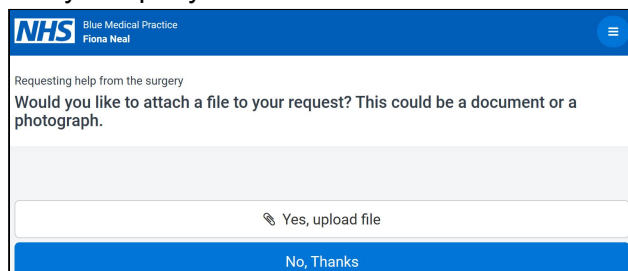
Answer the question about when you are available.

### Step 11

Over the next few screens you can tell the Practice about the medical problem you would like help with. You are also given the chance to look at self help information.

### Step 12

After these questions you can choose to attach a file such as a document or photograph to help with your query.

The screenshot shows a mobile app interface for 'Blue Medical Practice' by NHS. The header is blue with the NHS logo and the name 'Fiona Neal'. Below the header, it says 'Requesting help from the surgery'. The main question is 'Would you like to attach a file to your request? This could be a document or a photograph.' There is a large grey rectangular area for file selection. At the bottom, there are two buttons: 'Yes, upload file' and 'No, Thanks'.

### Step 13

You will see an alert to remind you not to use Online Consultations for medical emergencies. You are now asked to complete a series of medical questions about your medical problem. Please answer these questions carefully, they provide helpful information to the doctor. You will have plenty of time.

### Step 14

At the end of the medical questions you will see a copy of the report. Scroll to the bottom of the page. You can add in some extra information here if needed. To keep a copy you can print or save it. Click on “Accept and Continue”

### Step 15

This screen allows you to decide how you would like the Practice to contact you. It is easier for the Practice to contact you with the messaging system and you will usually get a quicker response.

If you would prefer the Practice to phone you please check the phone number and tick the box “Please contact me by telephone only”. You can also tell the Practice when you are available.

### Step 16

When you are ready click on “Send”.

Your message has now been sent to the Practice. You will see a screen saying “Your message has been submitted”. Please read any information from the Practice on this page. When the Practice gets your message you will get an email with the exact time the message was received by them.

### Step 17

Please note, when you send in a message for the first time, your Practice may contact you to confirm that you are who you claim to be. This is an identity check and will only be carried out once. It is used to keep your medical details safe.

### Step 18

#### How to read the reply from the Practice

When the Practice sends a reply, you will get a message in your email inbox to let you know that the reply is waiting in your Engage Consult account.

Go to your Practice website and login to your Engage Consult account (see Step 1 above). You will find your message from the Practice by clicking on the 3 small white lines in the top right corner of the blue bar. You are able to reply to this message, but only once.

**The following guides are available from your Practice website.**

#### Engage Consult Patient Guides:-

**No 1: How to sign up for Online Consultations with your GP Practice**

**No 2: How to send a message to your GP Practice using Engage Consult**