



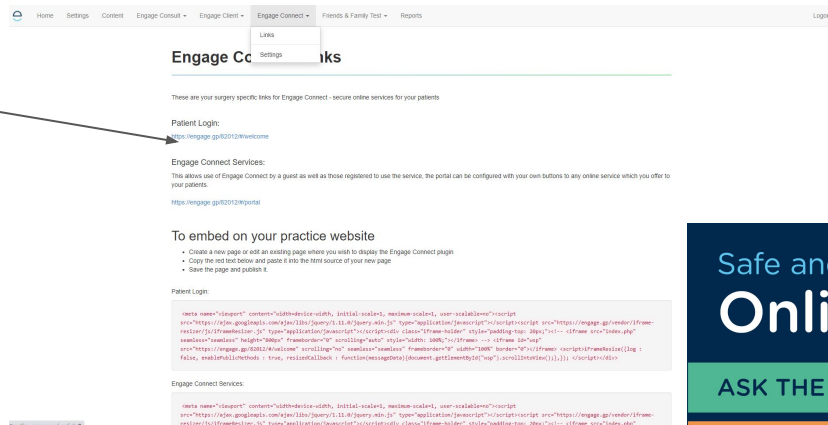
Best Practice



Update Website

Under 'Engage Connect' select 'Links' to access the links to send to your website developer to add Engage Consult to your website.

You can also find the link for the patients to access Engage Consult.



Add banner to your website for easy access.

Visit <https://support.engagehealth.uk/support/solutions/articles/48001077978-updating-your-website-to-include-engage-consult> for more information

Safe and effective
Online GP Services

ASK THE PRACTICE A QUESTION »

ONLINE CONSULTATIONS »

24/7 NHS SELF-CARE ADVICE »

Connected | Supported | Engaged

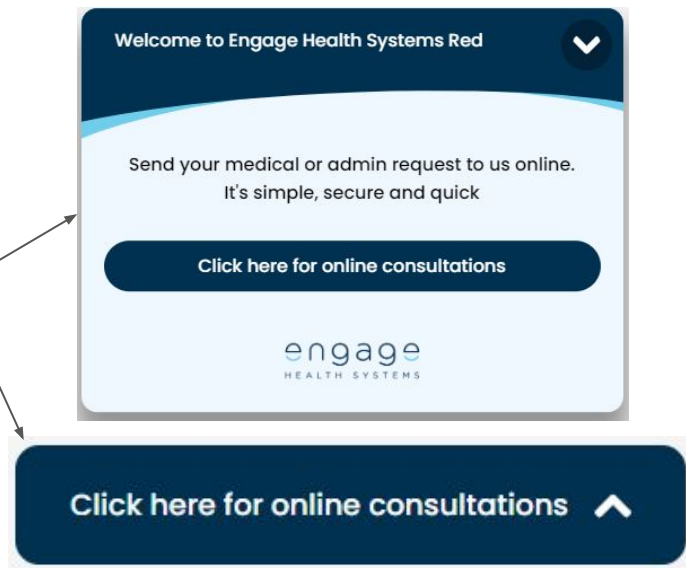


engagehealth.uk

Update Website

Under 'Engage Consult' select 'Settings' to access the links to send to your website developer to add an Engage Consult popup to your website.

The patient will have easy access to the online consultations and it will stay on the page at the bottom



Update Website

Add text to your website to explain what Engage Consult does. An example shown below.

Online Consultations

We've introduced an online consultation service so you don't always need to come into the practice to get our medical expertise. Why not save time and try our new online service. You can input your symptoms online and will **receive a response from the practice - usually that day, if a request is received within the Online Consultation daily request times**. You will also have access to reliable and trustworthy self-help generic information 24 hours a day, 7 days a week that may help you to avoid an appointment altogether. You can also use the service to request **test results, sick notes, referral letters and medical reports**.

Online Consultation – It's Simple, Safe and Personal

Example

An example of how Elsdale Street Surgery explain Engage Consult to patients on their website.

Find the leaflets on the support portal below

<https://support.engagehealth.uk/support/solutions/articles/48001077991-patient-leaflets>

The leaflets have been attached and a video added to demonstrate

INDEX - Appointments

MAIN INDEX

- Online Consultation
- The NHS App
- Book appointment online
- Who do I see?
- Our appointment system
- Book a blood test
- Home Visits
- Keep it or cancel it



How to complete an Engage Consult



Completing an **Engage Consult** for a more personalised service

- Step by step guide on completing an Engage Consult.
- 'Create an account' to allow secure 2-way messaging between you and us.
- If you have a regular GP you can find out [here](#) when they are working and submit your Engage Consult for them.
- Read the [self-help information](#) to see if other NHS services can help (i.e. pharmacist).
- Upload images if appropriate. For example for rashes, lumps, wounds and other injuries. [Tips on taking a good photo.](#)
- 'Start the questions'- these questions are specific to the problem you are reporting. It is important to answer ALL the questions to help the doctors direct your problem appropriately.
- The GP will use the information to get a sense of what areas they need to ask more about and we hope the questionnaire helps you reflect on your problem.

Patient Leaflets

Leaflets explaining how to use Engage Consult.

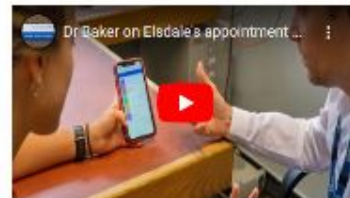
- How to sign up for Online Consultations with Engage Consult.
- How to complete an Engage Consult at Elsdale.



Patient Leaflets

Leaflets explaining how to use Engage Consult.

- How to sign up for Online Consultations with Engage Consult.
- How to complete an Engage Consult at Elsdale.
- A Guide for Carers.



Social Media

If you use social media it's a great way to get the message out to the people who are likely to use online services. Here are some example messages:

- Can't get a GP appointment? Use online consultation to get same day online advice and treatment
 - If you shop online you can consult online
- Fed up with waiting to see your GP? Use online consultation to get same day advice and treatment from your GP Practice
- Be prepared as summer approaches use online consultation to get same day online advice and treatment from your GP Practice
 - No time to visit your GP? Use online consultation to get same day online advice and treatment from your GP Practice
- Need medical advice or treatment before the bank holiday? Use online consultation to get same day advice and treatment
- Busy at work or Uni? Use online consultation to get same day online medical advice and treatment from your GP Practice You can also adapt some of the messages you put on your website for social media.

Telephone Messages and SMS

If your telephone system allows you to play messages to patients then you should include messages about Engage Consult. The key messages you should consider (if you have them) are:

All our receptionists are busy at the moment. We now offer online consultations which you can send to us 24 hours a day and it will be reviewed as soon as possible but no later than the next working day. Please visit our website and click on the link to send us a consultation or ask our receptionists if you want more information about using this service.

Send a SMS to patients when you launch and for a few weeks after to tell them about the service. A lot of patients will probably have smartphones so will be able to access the service directly from their phone. Here's a sample text message:

You can now consult with our GP Practice online. Input your symptoms and get a response the same day. It's simple, safe and personal. Click here (insert service link)

Newsletters

If you have a newsletter, add something to it before launch, and have stories about how patients have benefited from it after launch. Here's a suggested newsletter article:

Save Time and Consult with us Online

Patients can now consult our practice online as part of a new service which could save time and a journey. The service is free and confidential.

You can input your symptoms online and will **receive a response from our practice - usually that day, if a request is received within the Online Consultation daily response window**, and will be either given advice, directed to other sources of support such as the pharmacy, receive a telephone consultation or, if necessary, booked in for an appointment. You'll also have access to reliable and trustworthy self-help generic information 24 hours a day, 7 days a week that may help you to avoid an appointment altogether. You can also use the service to request **test results, sick notes, referral letters and medical reports**.

To use online consultation please go to [www. \(insert web address\)](#)

Useful Links

Patient Leaflets

<https://support.engagehealth.uk/support/solutions/articles/48001077991-patient-leaflets>

Website Banners

<https://support.engagehealth.uk/support/solutions/articles/48001077979-website-banners>

Video for Reception Screens

<https://support.engagehealth.uk/support/solutions/articles/48001077985-video-for-reception-screens>

Communications and Engagements Toolkit

<https://support.engagehealth.uk/support/solutions/articles/48001077984-communications-and-engagement-toolkit>

