

## FAQs

### What is an online consultation?

Online consultations allows you to contact your GP practice without having to telephone or go in person to the practice.

They are a secure way to ask your practice questions about your condition and symptoms and also get advice. The practice usually triages the request and responds within a stated time frame dependant on the practice. This method of contacting your practice is not suitable for emergencies or urgent care.

### What is Engage Consult?

Engage Consult is a secure online (e-consultation) service that allows patients to communicate safely and securely with their GP practice about non-urgent medical problems and administration requests.

### How do I access Engage Consult?

To access Engage Consult go to your practice's website and click on the Engage Consult banner or logo usually found on the home page. You will be presented with a list of options to choose from.

You can either sign up for an Engage Consult account, use your NHS login details or submit a request via the NHS app.



We're glad to say that many patients are happy to tell us how they feel about the service. Here's some of their comments:

“ ”

Easy to use. Asks the relevant questions and a good system for someone like me that finds it hard to discuss certain things face to face.

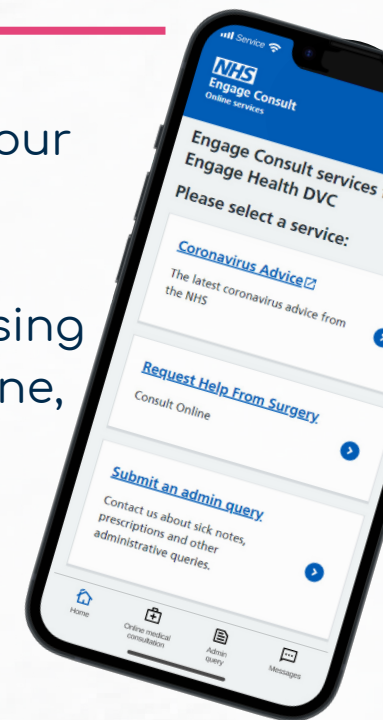
Very easy and an excellent addition to the services offered by the surgery.

Engage Consult should not be used for medical emergencies



# Your Practice is just a click away!

Tell us about your problem and request a consultation using your smartphone, tablet or PC



Visit our practice website and help us to help you.

engageconsult



# Why have we introduced Engage Consult?

Engage Consult allows us to manage non-emergency requests far more efficiently and this means we can respond more quickly to more of our patients.

Engage Consult makes it so much easier for us to quickly decide how we can best help you with the least amount of hassle and disruption to your day: we can call you back to discuss, provide advice, prescribe or arrange for you to see a clinician at a time that works for you.

Engage Consult should not be used for medical emergencies such as severe chest pain, loss of consciousness or profuse bleeding.  
In an emergency call 999 or go to A&E.

## How Engage Consult works...



### Step 1

Visit our practice website and help us to help you.

### Step 2

Choose whether you need to start an online medical consultation, submit an admin query or get self-help advice



### Step 3

If you choose to consult about a medical problem, answer a series of simple questions about your symptoms. You can add appropriate photos too! Press submit, and you're done.



### After sending your request

A report containing your answers is sent securely to the practice. This allows the clinician to choose the best course of action - we may message you which you will notify you by email, phone or arrange to see you.

## How to access Engage Consult...

### Using your NHS login

[Continue to NHS login](#)

You can use your NHS login details to login and submit a request

OR

### Via the NHS app

Log on to your NHS app and select 'Messages' and the option to 'Ask your GP for advice' or under 'Advice'



OR

### Create an Engage Consult account

[Continue with Engage Consult](#)

Sign up for an Engage Consult account to submit a request

engage**consult**