

eConsult top tips

COVID-19 has changed how you are able to access your GP at Elthorne Park Surgery. eConsult is a new on-line tool to enable you to contact us about your health without having to call the Surgery.

How does eConsult work?

There are 4 options to choose from when you click the eConsult tab:

- Children
- Administrative issues – sick notes, test results or doctors letters
- Common symptoms – coughs, pain, mental health issues, headaches etc
- General symptoms – tiredness, weight loss, dizziness

You need to select the appropriate option so that you are asked the relevant questions

What to expect?

eConsult will ask you many questions and we appreciate that means it can feel tedious to complete. However, these are important because they give the GP as much information as possible to help them make an informed decision.

Provide as much information as possible about your problem

To allow the GPs to be able to make an informed decision about the next steps, it is important that you provide as much information as possible in the text box option.

An example might be:

"I have suffered from migraine for a number of years. Over the past 3 weeks I have been getting them much more frequently, and have had about 5 in total. I am starting to miss work as a result & was hoping I could get some better treatment and some advice".

One eConsult per issue

A single eConsult which details multiple issues can be confusing and more difficult for the GP to manage

Would photos be helpful?

If you are able to take a photo if you have a skin issue, a rash or something that is visible. It is useful if you send a photo but make sure it is in focus and is clearly visible in the picture.

Troubleshooting?

The questions are designed to evaluate whether or not the problem you have is urgent, in which case it will tell you to go to hospital or call 999. If this occurs, and you are certain your problem is not urgent, you may have to select another answer to allow you to carry on.

Follow up

Your GP may call you or send an SMS text within 48 hours of you submitting an eConsult to inform of their action plan. You may be able to reply to a text if the GP needs more information, photos etc.