

HOW CAN YOU HELP WHEN USING THE ASK MY GP SERVICE

We all know that seeking medical advice can be scary, frustrating and sometimes long winded. This is why Ask My GP is so good. You can do this yourself on your computer or smartphone.

To help us as ensure that we get to all requests on a daily basis and triage requests safely it would be a great help if patients could see where they can help us with the following things....

- ❖ After placing a request, please wait for us to get back to you, calling to chase requests delays the process and causes additional stress on the phone lines
- ❖ Please do not place multiple requests for the same thing.
- ❖ If you have an appointment upcoming, please don't place additional requests for the same reason. Obviously new issues we need to know about.
- ❖ If you can self-manage minor ailments, please try this first.
Your local pharmacy can support you with many minor ailments over the counter as well as provide support and guidance.
- ❖ If a clinician feels your request is not urgent it will be dealt with in the 1-5 days' time frame. We only set the 1-5 days to ensure that this includes weekends where a non-urgent request is received on a Friday.
We do actually aim for a same day service, so even if you don't get seen that day you do get a response and support managed.
- ❖ Please use the correct forms. Admin forms are not looked at by a clinician.
They are not even looked at constantly by an administrator. They are checked periodically through the day.

This document was made in conjunction with the service FAQ document which gives more detail on the service, the progress to date, feedback from the public as well as feedback from the staff.

Thank you for your continued support.