

Ask My GP At Millview Medical Centre

The Latest Update.....

As of October 2025 all GP practices are contractually bound to provide online access to patients during core hours (08:00 – 18:30).

After data analysis of the system we have created services which ensure that patients can access the correct services whilst ensuring patient care. Our aim is to remain an on the day service where possible as we fell this is the most effective way to treat our patients.

Acute Requests – where a patient feels they need help the same day	05:00 – 11:00
Routine Requests – Patient's do not feel it is same day urgent	05:00 – 18:30
Sick Note Requests	05:00 – 11:00
Acute Medication Requests – Items NOT on repeat	05:00 – 14:30
Admin Queries – Strictly NOT for appointment requests	05:00 – 14:30
Suspected UTI forms	05:00 – 11:00

Remember you can order repeat prescriptions throughout the day via the 'contact dispensary' button on our website, via the NHS App, Via SystemOnline or by dropping in your green slip to either practice.

We will always ask that if you place an urgent request that you keep your phone with you – these can be clinically triaged quite quickly and our team start work at 07:30 in the morning so you can expect a call any time from then.

It is difficult to manage demand if people place requests then do not answer their phone when we call to book an appointment. If we cannot get through we will send you a message on your Ask My GP thread asking you to call the practice.

What we are finding now.....

Ask My GP is still a very good online consultation and assessment tool, our patients are well versed in how it works and it is still the fastest way to get the medical help you need from the practice.

During the winter month the demand for medical treatment is heightened, this is a natural trend with coughs, colds, flu and the waving demand of COVID.

We will always ask patients to self-care in the first instance – the first few days of a cough, cold, chest or sinus issue when you are usually fit and healthy.

You can also access services from all local pharmacies to support the more common ailments.

Community Pharmacy Lincolnshire services were awarded a contract to support patients who need advice but not necessarily need to see a GP. Thus, alleviating space for those with Long Term Conditions (LTC's), complex health needs or acute concerns.

Pharmacies have for a long time been able to deal with many requests as shown below:

CONDITIONS	What conditions are SUITABLE for referral to pharmacists?			Do NOT refer in these circumstances	
BITES / STINGS	<ul style="list-style-type: none"> Bee sting Wasp sting 	<ul style="list-style-type: none"> Stings with minor redness 	<ul style="list-style-type: none"> Stings with minor swelling 	<ul style="list-style-type: none"> Drowsy / fever Fast heart rate 	<ul style="list-style-type: none"> Severe swellings or cramps
COLDS	<ul style="list-style-type: none"> Cold sores Coughs 	<ul style="list-style-type: none"> Flu-like symptoms 	<ul style="list-style-type: none"> Sore throat 	<ul style="list-style-type: none"> Lasted +3 weeks Shortness of breath 	<ul style="list-style-type: none"> Chest pain Unable to swallow
CONGESTION	<ul style="list-style-type: none"> Blocked or runny nose 	<ul style="list-style-type: none"> Constant need to clear their throat 	<ul style="list-style-type: none"> Excess mucus Hay fever 	<ul style="list-style-type: none"> Lasted +3 weeks Shortness of breath 	<ul style="list-style-type: none"> 1 side obstruction Facial swelling
EAR	<ul style="list-style-type: none"> Earache 	<ul style="list-style-type: none"> Ear wax Blocked ear 	<ul style="list-style-type: none"> Hearing problems 	<ul style="list-style-type: none"> Something may be in the ear canal Discharge 	<ul style="list-style-type: none"> Severe pain. Deafness Vertigo
EYE	<ul style="list-style-type: none"> Conjunctivitis Dry/sore tired eyes Eye, red or Irritable 	<ul style="list-style-type: none"> Eye, sticky Eyelid problems 	<ul style="list-style-type: none"> Watery / runny eyes 	<ul style="list-style-type: none"> Severe pain Pain 1 side only 	<ul style="list-style-type: none"> Light sensitivity Reduced vision
GASTRIC / BOWEL	<ul style="list-style-type: none"> Constipation Diarrhoea Infant colic 	<ul style="list-style-type: none"> Heartburn Indigestion 	<ul style="list-style-type: none"> Haemorrhoids Rectal pain, Vomiting or nausea 	<ul style="list-style-type: none"> Severe / on-going Lasted +6 weeks 	<ul style="list-style-type: none"> Patient +55 years Blood / Weight loss
GENERAL	<ul style="list-style-type: none"> Hay fever 	<ul style="list-style-type: none"> Sleep difficulties 	<ul style="list-style-type: none"> Tiredness 	<ul style="list-style-type: none"> Severe / on-going 	
GYNAE / THRUSH	<ul style="list-style-type: none"> Cystitis Vaginal discharge 	<ul style="list-style-type: none"> Vaginal itch or soreness 		<ul style="list-style-type: none"> Diabetic / Pregnant Under 16 / over 60 Unexplained bleeding 	<ul style="list-style-type: none"> Pharmacy treatment not worked Had thrush 2x in last 6 months
PAIN	<ul style="list-style-type: none"> Acute pain Ankle or foot pain Headache Hip pain or swelling Knee or leg pain 	<ul style="list-style-type: none"> Lower back pain Lower limb pain Migraine Shoulder pain 	<ul style="list-style-type: none"> Sprains and strains Thigh or buttock pain Wrist, hand or finger pain 	<ul style="list-style-type: none"> Condition described as severe or urgent Conditions have been on-going for +3 weeks 	<ul style="list-style-type: none"> Chest pain / pain radiating into the shoulder Pharmacy treatment not worked Sudden onset
SKIN	<ul style="list-style-type: none"> Acne, spots and pimples Athlete's foot Blisters on foot Dermatitis / dry skin Hair loss 	<ul style="list-style-type: none"> Hay fever Nappy rash Oral thrush Rash - allergy Ringworm/threadworm 	<ul style="list-style-type: none"> Scabies Skin dressings Skin rash Warts/verrucae Wound problems 	<ul style="list-style-type: none"> Condition described as severe or urgent Conditions have been on-going for +3 weeks 	<ul style="list-style-type: none"> Pharmacy treatment not worked Skin lesions / blisters with discharge Diabetes related?
MOUTH/ THROAT	<ul style="list-style-type: none"> Cold sore blisters Flu-like symptoms Hoarseness 	<ul style="list-style-type: none"> Mouth ulcers Sore mouth Sore throat 	<ul style="list-style-type: none"> Oral thrush Teething Toothache 	<ul style="list-style-type: none"> Lasted +10 days Swollen painful gums Sores inside mouth 	<ul style="list-style-type: none"> Unable to swallow Patient has poor immune system Voice change
SWELLING	<ul style="list-style-type: none"> Ankle or foot swelling Lower limb swelling 	<ul style="list-style-type: none"> Thigh or buttock swelling Toe pain or swelling 	<ul style="list-style-type: none"> Wrist, hand or finger swelling 	<ul style="list-style-type: none"> Condition described as severe or urgent Condition ongoing for +3 weeks 	<ul style="list-style-type: none"> Discolouration to skin Pharmacy treatment not worked Recent travel abroad

In addition, a new service was contracted to the local pharmacies called 'Pharmacy First' which itemised 7 local pathways where support can also be offered to patients, as below:

Urinary tract infection	Shingles*	Impetigo	Infected insect bites	Acute sore throat	Acute sinusitis	Acute otitis media
A UTI is an infection in any part of the urinary system.	Shingles is an infection that causes a painful rash	Impetigo is a common infection of the skin. It is contagious, which means it can be passed on by touching.	Insect bites and stings can become infected or cause a reaction.	Sore throat is a symptom resulting from inflammation of the upper respiratory tract	Sinusitis is swelling of the sinuses, usually caused by an infection. The sinuses are small, empty spaces behind your cheekbones and forehead that connect to the inside of the nose.	An infection of the middle ear.
Inclusion: <ul style="list-style-type: none"> Female Aged between 16 - 64 Suspected lower UTI 	Inclusion: <ul style="list-style-type: none"> 18 years and over Suspected case of shingles. Rash appeared within the last 72 hours - 7 days 	Inclusion: <ul style="list-style-type: none"> 1 year and over Signs and symptoms of impetigo Localised (4 or fewer lesions/clusters present) 	Inclusion: <ul style="list-style-type: none"> 1 year and over Infection that is present or worsening at least 48 hours after the initial bite(s) or sting(s) 	Inclusion: <ul style="list-style-type: none"> 5 years and over Suspected sore throat 	Inclusion: <ul style="list-style-type: none"> 12 years and over Suspected signs and symptoms of sinusitis Symptom duration of 10 days or more 	Inclusion: <ul style="list-style-type: none"> Aged between 1 – 17 Suspected signs and symptoms of acute otitis media
Exclusion: <ul style="list-style-type: none"> Male <16 or >64 Pregnant Breastfeeding Recurrent UTI (2 in last 6 months or 3 in last 12 months) Catheter 	Exclusion: <ul style="list-style-type: none"> < under age of 18 Pregnant or suspected pregnancy Breastfeeding with shingle sores on the breasts Shingles rash onset over 7 days ago 	Exclusion: <ul style="list-style-type: none"> < under 1 year of age Pregnancy or suspected pregnancy in individuals under 16 years of age Breastfeeding with impetigo lesion(s) present on the breast Recurrent impetigo (2 or more episodes in the same year) Widespread lesions/ clusters present Systemically unwell 	Exclusion: <ul style="list-style-type: none"> < under 1 year of age Pregnancy or suspected pregnancy in individuals under 16 years of age Systemically unwell Bite or sting occurred while travelling outside the UK 	Exclusion: <ul style="list-style-type: none"> Individuals under 5 years of age Pregnancy or suspected pregnancy in individuals under 16 years of age age Recurrent sore throat/tonsillitis (7 or more significant episodes in the preceding 12 months or 5+ in each of the preceding 2 years, or 3+ in the preceding three years) Previous tonsillectomy 	Exclusion: <ul style="list-style-type: none"> Individuals under 12 years of age Pregnancy or suspected pregnancy in individuals under 16 years of age Symptom duration of less than 10 days Recurrent sinusitis ((4 or more annual episodes of sinusitis) 	Exclusion: <ul style="list-style-type: none"> Individuals under 1 year of age or over 18 years of age Pregnancy or suspected pregnancy in individuals under 16 Recurrent infection (3+ episodes in preceding 6 months, or 4+ episodes in the preceding 12 months with at least one episode in the past 6 months.)

MULTIPLE REQUESTS

Please refrain from placing multiple requests for the same thing as this clogs up our system.

Also after placing a request you will receive an instant automated message on your Ask My GP account – this is your confirmation that the request has been received.

You do not need to place an additional request or to call us to chase this up. Our reception team have to wait until the clinician has reviewed your request – once they have guidance on how to proceed they will contact you.

Please understand that our reception team are relaying clinical advice – this may not always be what you asked for but it is always what the triaging clinician states should be done.

For example:

If you request a prescription for antibiotics as you feel you have the symptoms of a chest infection but think this can be done by telephone or messaging – You will most likely be asked to come into practice for a face to face appointment.

If you want an appointment at a specific site – this may not always be possible and you will be offered an appointment with the most suitable clinician. The triager is looking at the best clinician to deal with your condition in relation to your past medical history – this is why we expect patients to access services at both sites

USING THE INCORRECT FORM

Some patients are using the incorrect forms, a lot of the time in the hope that it will be dealt with faster. In reality this slows the management of that request as it is moved to the appropriate folder for management which could add time onto how it is managed.

For example:

- a) Placing sick note requests on the urgent form
- b) Placing medication requests on the urgent form
- c) Placing appointment requests on the admin form

Prescriptions are on a 3 day turn around. All repeat prescriptions should be requests 1 week before they are due.

Sick notes are on a 3 day turn around. We cannot future date these and legally your employer can accept a sick note with a historical start date. This is NOT a same day service.

We are constantly monitoring Ask My GP and its trends. As technology moves forward so do the systems in which healthcare is delivered. Online consultation tools were quickly implemented during the pandemic but have proven to be such a useful tool that we are now mandated contractually to use them.

In the future we need to be prepared for other electronic/online services.

If you are unsure of how to use or set up Ask My GP please ask reception for a guide – alternatively you can download this from our website.