How does it work?

DoctorLink asks a series of relevant questions based on your symptoms and concerns. The symptom assessment tool then recommends the right action.

If a medical consultation is recommended, you have the option of booking an appointment fitting in with the symptom assessment's recommendation (e.g. consultation with a nurse practitioner within the next 48 hours, same day consultation with a GP etc).

The practice will receive a copy of the symptom assessment results just as they would following an out-of-hours 111 consultation.

DoctorLink is accessible 24/7, directing you to the help you need.

FAQ'S

Calling the surgery?

You can still contact the surgery via the usual telephone number. However, DoctorLink is accessible 24/7 enabling you to check your symptoms even when your surgery is closed.

I already have online access, do I have to re-register?

DoctorLink is different to the existing online access that the surgery offers. You will need to register specifically with DoctorLink to use the symptom checker.

Cannot access the internet?

The existing methods of contacting the practice are still be in place DoctorLink is an additional method.

Is the service free?

Yes it's free to use but data charges may apply for mobile devices. Most people have data included in their mobile packages.

I don't want a robot making descissions for me

DoctorLink uses robust clinical algorithms developed over 15 years by clinicians. All algorithms are in line with national and NICE guidelines and are updated as changes come through. We are also in the process of obtaining CE accreditation.

Further details

DoctorLink is not connected to your patient record, so information about you is not being shared with DoctorLink.

Patients have to enter a few personal details to get medical advice (i.e. name, email, age, gender, address and subsequent questions about your symptoms).

You can continue to ring the surgery for same-day urgent care and speak to or see a GP or another member of the clinical team as you always been able to.

DoctorLink is available as a standard website but also configured for tablet and mobile devices.