

What GPs, Nurses and Practice Managers have said about Engage Consult

“ Engage Consult allows patients to describe their ailments in a structured manner and tell us about their ideas, concerns and expectations. The reports can be read very quickly and pertinent information can easily be retrieved. Engage Consult allows us to deliver care more safely to the patient.”

Dr Nasir Hannan

“ Engage Consult is simple and quick. Having more information at the first contact with a patient allows us to give them the right assistance first time and often means we can respond faster. It is more efficient than a phone call and our patients are usually really pleased with it.”

Dr Daniel Kerley

Engage Consult uses a tried and tested computer patient interviewing technology that has been used millions of times over nearly 20 years worldwide

“ It has made our day to day working life easier. It has helped us with patients that are afraid to tell us what is wrong with them over the phone. It is a quick, simple and clean system for everyone to use and super easy to teach others to use too.”

Jazmin Serrano, Business Support Administrator

“ Patients say they are pleased to have this option as point of contact to a clinician; they like the easy to follow process of communication. We as clinicians are able to answer and react swiftly according to the need of the consultation.”

Jayne Collins, Practice Nurse

Visit www.tadcastermedicalcentre.co.uk and click on the Online Consultation icon

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:

“ ”

Absolutely amazing! Great new addition to a fantastic surgery.

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.

Seems very simple. It suits the type of query I had today very well.

Excellent and very easy to use.

It was a quicker way to give information and make contact when calling takes SO long just to get the line to actually ring!

I didn't want to take up an appointment that could be used by someone else just to ask a quick question. This is perfect for my type of query.

It was a really easy process today and very helpful.

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

“ ”

Engage Consult should not be used for medical emergencies

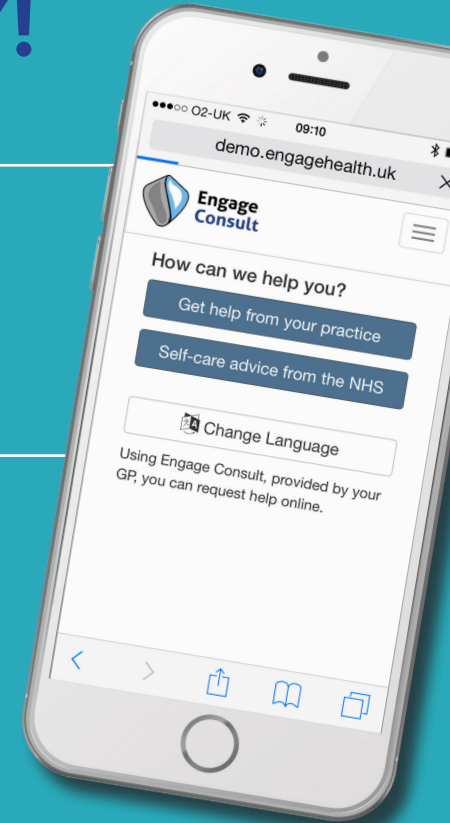


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NHS

YOUR PRACTICE IS JUST A CLICK AWAY!

TELL US ABOUT YOUR PROBLEM AND REQUEST MEDICAL ADVICE USING YOUR SMARTPHONE, TABLET OR PC



Visit www.tadcastermedicalcentre.co.uk and click on the Online Consultation icon

Simple | Safe | Personal

Tadcaster Medical Centre

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.

We know, too, that many patients do not need a physical examination for their problem and would be very happy not to make unnecessary appointments if they could get personal advice quickly and easily.

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 your practice website
www.tadcastermedicalcentre.co.uk
and click on the Online Consultation icon

Step 2

Choose whether to consult with a clinician about a medical problem, send a message about an admin issue, 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. Your answers are helpful to the GP team - you can add your own comments too! Press send, 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 phone with advice, refer to a colleague, prescribe or arrange to see you. You will usually hear from the practice on the same day.

Simple, secure, online access to your surgery

When you are ill, it can sometimes feel like hard work getting to see or speak to a GP. Using Engage Consult, our online service, you can ask for help anytime within our online consultation hours, anywhere within the UK and with any device – phone, tablet or computer.

How does Engage Consult help me?

- ✓ It's simple to use and fast. Expect a timely response within our service hours
- ✓ You can expect help with any non-emergency medical problem
- ✓ We will contact you with advice or, if an examination is needed, we'll arrange an appointment for you
- ✓ You can also get self-help advice
- ✓ If appropriate, we can write a prescription for you to collect

Patients say

“ I have time to compose my answers and give a clearer and more detailed explanation without feeling rushed

“ I can write about something I'd find difficult to tell my doctor face to face

“ I can use it to easily contact the doctor about those I care for

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