



# Hall Grove Group Practice Newsletter



[www.hallgrovesurgery.co.uk](http://www.hallgrovesurgery.co.uk)

September 2019

**If you cannot attend your appointment please cancel it as it can be used by someone else**

Please use the eConsult via the practice website for all admin related questions and requests

A member of staff will contact you by the end of the next working day

## *Useful Telephone Numbers*

Appointments 01707 328528

Appointments 01707 332233

Emergency House Call Line 01707 323355

'111' out of hours advice and GP line 111

Lister Hospital 01438 314333

Patient Transport (QEII, Lister & 0345605 1208

CCG 01707 685000

## E-Consults are here!

We have been selected as one of the practices in Herts to trial 'eConsults' and the system goes live on 10th September. This will become the main way to ask about admin related issues/requests (eg sick notes), and non-emergency requests for doctor/nurse advise and appointments.

There is a link via our new look website at [www.hallgrovesurgery.co.uk](http://www.hallgrovesurgery.co.uk), taking you into the eConsult. The new website is now **mobile friendly** so you can access and submit an eConsult from your phone or tablet, **24 hours a day**. The eConsult is received by the practice as a document that is processed by a member of staff.

**Different options** to use within the eConsult system:

- Obtain **reliable self help advice** regarding a condition or symptom, and links to self referral services
- **Request admin support** for your situation, including sick notes, doctor letters, medication issues, and referral problems
- Ask for Doctor or Nurse **advice and appointments**

There are many **benefits** of using this system, including:

- You can send your request to the surgery **any time**, day or night
- There will be **no waiting** in a queue on the phone to speak to a receptionist
- You will be able to give a **full description** of the issue so that we obtain as much information as possible
- We will reply to the eConsult submission by the end of the next working day (usually faster)
- Appointments, if required, are more likely to be with the **most appropriate person**

## Requesting 'Fit Notes' using eConsult

From September **all on-going Fit (sick) note requests** will need to be submitted via an eConsult. The first note can only be issued if a medical professional has seen you, either here at the surgery or we have received documented evidence, usually from hospital or the out of hours service. The note can also only be dated from the date first seen for that problem.

If you have **already seen someone** about the condition go to eConsults and select the **admin option**. Submit information required for issuing the sick note, the system will guide you through this. We will be expecting the note to be issued the **next working day** (it may be issued the following day if the most appropriate GP to sign the note is not working that day, as is the case currently).

## Other Admin requests

We are expecting from September that the **majority of all administration enquiries** will be submitted through the eConsults. This would include questions about **appointments**, pharmacy issues, requesting doctor support **letters**, and support with hospital appointments/**referrals**. Along with the ease of using the system compared to calling the surgery, the other major benefit is that you can write **all the information** you need rather than speaking to someone on the phone and hoping they write it down exactly as you have said it. We will expect to respond by the end of the next working.

Medication requests will continue **unchanged**, do not use eConsults for this (please ask for an on-line password if do not have one already).

## Doctor/Nurse advice and appointments

We are hoping that a high proportion of the requests for **medical advice and appointments** will be submitted using eConsults. We will have a doctor dedicated **every morning** to assessing the eConsult submissions from the **previous 24 hours**. This will enable more people to obtain a more appropriate appointment - examples would include:

- Many conditions are **better dealt with** by a member of our nursing team, eg Contraception advice, HRT advice/prescriptions, Wounds, and Asthma reviews
- Try and see the **same Doctor** especially if for the same condition. This can be difficult if calling for a same day appointment but would be easier to organise via eConsults
- Booking you with a doctor or nurse who **specialises** in the condition described