**The NHS GP service is under unprecedented pressure and we cannot sit back and wait for some magic wand to solve the problems.**

**Here at Manor Park we have been looking at alternative solutions for some patients where technology can help manage individual access to medical care.**

**By some patients choosing to use these mediums it will create a positive knock on effect of freeing up time and resources for those patients who do not use technology confidently, therefore increasing the satisfaction of everyone.**

**Please help us to help you…**

**Online Patient Access**

This is available to all our adult patients and will allow you to book daytime appointments with our in house GP’s and our other clinicians.

This system will also allow you to:

• Order your repeat prescriptions

• View your test results

Registration to this system is done via our Reception team.

**LIVI**

This is a video GP service that is now available.

This service is provided by an external GP service, not our own GP’s.

It lets you talk to a GP in minutes OUTSIDE normal hours. It is free

• Download the LIVI app

• Book an appointment: within minutes or at a future date

• Wait for a GP to video call you back

**Extended Hours**

This is a Practice based service that allows you to see a GP or Nurse face to face in the evening or weekend.

This service is offered in several local GP Practices and you will be offered an appointment for that day at the Practice on duty. They will have access to your medical records so there is continuity of care.

This appointment must be booked via our Reception team.

**Engage Consult**. *This system is currently being put in place and will be launched shortly.*

This is an online tool that allows you to input your symptoms; along the way you will be given suggestions that may be the answer you are after.

If you are still requiring information then a report of your communication is sent to the GP for action and this will result in some/one of the following:

• Receive a call to discuss further

• Refer to a specialist

• Prescribe medication

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