

# eConsult @ Ball Tree



[www.theballtreesurgery.co.uk](http://www.theballtreesurgery.co.uk) - <https://theballtreesurgery.webgp.com/>

## **What is e-consult?**

It is a set of online tools for you to check which service is right for your symptoms, get immediate self-help advice, find out what other services can help you or send an online consultation to the Surgery. It may help manage certain conditions, without the need to attend the Surgery in person.

## **What is an online consultation?**

This is when you send the Surgery a completed web form about a condition from the website. We will then call or email you by the end of the next working day to offer you advice, tell you whether you need an appointment or offer you a prescription.

## **What if my problem is urgent?**

If you have a medically urgent problem we recommend you contact the Surgery straight away, ring NHS 111, or dial 999 in the case of an extreme emergency.

## **Why is Ball Tree using eConsult?**

This service should improve your access to advice and treatment from the Surgery. It could also avoid the need for you to come in for some conditions.

## **Who can use eConsult?**

Anyone can use the health information provided on this site. However, the online consultation service is only for patients registered at this practice aged 16 and over; and for parents or legal guardians of children over 6 months.

## **Why do you need to be registered at Ball Tree?**

This is because the Surgery needs to have your medical records in order to make a safe decision about your treatment.

## **Can I use eConsult for my child?**

If you are the parent or legal guardian of a child over 6 months old you may use this service on their behalf, but only for certain conditions.

## **Can I use eConsult for the person I care for?**

Yes, but only if you are the registered carer for that patient and the practice has their written consent on their medical records.

## **How do I know if this is safe for my condition?**

The system has selected the conditions where certain presentations are safe to treat without necessarily bringing you into the Surgery. eConsult uses health information and questionnaires that have been quality assured by a panel of experienced doctors and pharmacists. The consultation questions are very thorough, alert you and your doctor to any dangerous symptoms, and also consider which medications are unsuitable for you, for example: if you are pregnant or breast feeding.

### **Is my information secure and private?**

The privacy requirements relating to confidentiality and security of your information are the same as for a face-to-face consultation. This website is secure and does not share any data about you without your consent.

### **How long will it take for Ball Tree to get back to me?**

During our usual hours, the Surgery will aim to review your request and respond to you by phone or email the same day. However, this may not always be possible, especially whilst our team numbers are low due to COVID. We will aim to contacting you by the end of the next working day whenever we are able. Any consultations submitted on the weekend will be reviewed on Monday, though the reply may come on Tuesday. If you are still waiting to hear from your Surgery after this time, please telephone the practice or follow the link in your confirmation email.

### **How will I be contacted?**

The Surgery will call, text you or email you. Please note that a call from the Surgery may sometimes appear on your phone as “Blocked”, “No caller ID” or “Private number”. And don’t forget to check your junk email folder.

### **What if I want to contact a nurse?**

If your query can be appropriately answered by a nurse they will be the ones to contact you. Currently they are speaking to everyone first before booking appointments.

### **Can I still come in to see my GP?**

We are currently speaking to everyone first as ideally we manage as much as possible over the phone and we will see you if it is necessary

### **Can I still call Ball Tree for advice?**

Yes. You can telephone the Surgery for advice during practice opening hours.

### **Can I book an appointment through eConsult?**

eConsult is not for booking appointments. At the moment everyone is being triaged by phone before booking any appointment. In future, when possible we will reactivate online and App booking where possible.

### **Can I use eConsult to request a home visit?**

No. Please contact the Surgery to request a home visit.

### **Can I order a repeat prescription through eConsult?**

This service is for new problems and for recurrences of existing problems, for which a prescription may be offered. It is not for routine repeat prescriptions which should be requested in the normal way.