

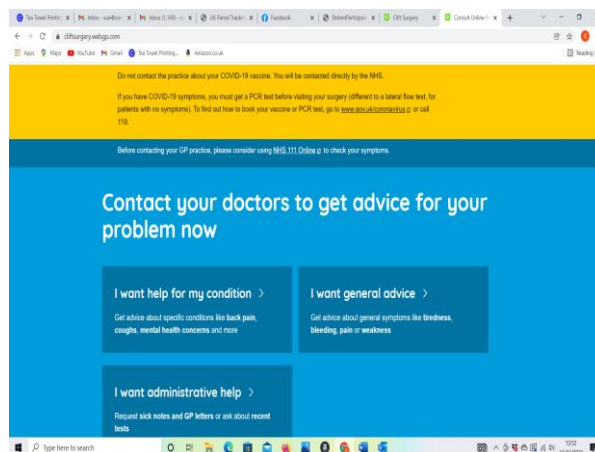
Using EConsult

Why use EConsult?

- For non-urgent problems. Describe your symptoms in a few minutes and a doctor will see them the same day.
- The doctor can review your case quickly, and will usually call you to follow up, and/or make an appointment for you. The appointment will be with the most relevant specialist in the Surgery, not necessarily a GP. This frees up the surgery phone line and allows doctors to concentrate on getting the right treatment for you quickly
- You must provide a correct phone numbers and be able to answer the phone in the hours after sending an Econsult request

How do I use Econsult?

- Click on the large banner on the Surgery website “home” page.



- There are three options:
 - “**I want help for my condition**” – this provides a large list of common problems. Select the most appropriate one
 - “**I want general advice**” – use this if your problem is not in the list of conditions – there is also a link to this section from the “help for my condition” page
 - “**I want administrative help**” - for non-medical matters
- You can “continue as a guest” or log in with your NHS ID if you know it.
- The system asks a LOT of questions, one per page. The system does not have access to your medical records, so must ask a large number of basic questions.
- Depending on the answers you give, the system will either send a report to the Surgery, or suggest you phone the Surgery if the problem is unclear. If necessary it will recommend you go to A&E or phone 999.

There is more help available here: <https://econsult.net/nhs-patients/how-to-use-econsult>