

## Information for patients

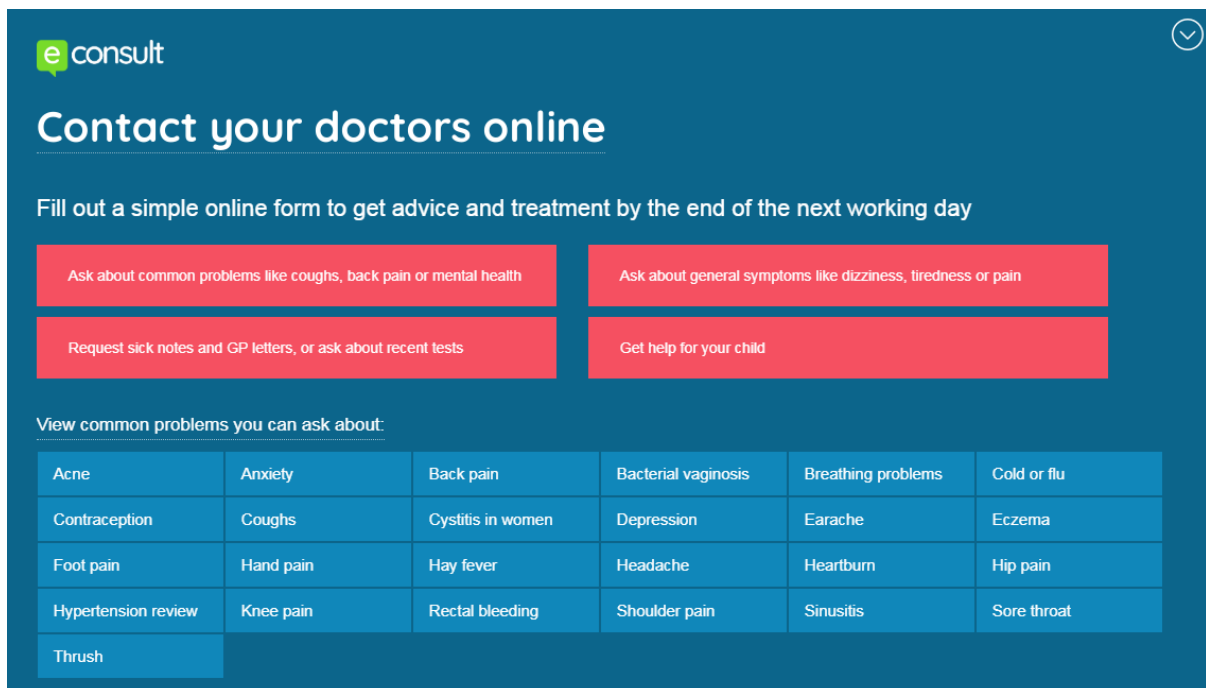
**Telephone:** You could save time by starting an online consultation with the GP by visiting our website. Someone will get back to you by the end of the next working day and you might not even have to come in to the surgery.

**Face-to-face:** Next time you need an appointment you could save time by starting an online consultation with the GP by visiting our website. We'll get back to you by the end of the next working day and you might not even have to come in to the surgery.

You can do it anytime, anywhere, even on your mobile.

How it works:

1. Go to our website <https://www.kensingtonpark.co.uk/>
2. You will see the following screen.



The screenshot shows the 'econsult' website interface. At the top left is the 'econsult' logo. The main heading is 'Contact your doctors online'. Below this is a sub-heading: 'Fill out a simple online form to get advice and treatment by the end of the next working day'. There are four red buttons arranged in a 2x2 grid:

- Top-left: Ask about common problems like coughs, back pain or mental health
- Top-right: Ask about general symptoms like dizziness, tiredness or pain
- Bottom-left: Request sick notes and GP letters, or ask about recent tests
- Bottom-right: Get help for your child

Below the buttons is a link: 'View common problems you can ask about:'. Underneath is a table of common problems:

Acne	Anxiety	Back pain	Bacterial vaginosis	Breathing problems	Cold or flu
Contraception	Coughs	Cystitis in women	Depression	Earache	Eczema
Foot pain	Hand pain	Hay fever	Headache	Heartburn	Hip pain
Hypertension review	Knee pain	Rectal bleeding	Shoulder pain	Sinusitis	Sore throat
Thrush					

Click the relevant button to contact the practice online

3. You will be asked the same questions a doctor would in a face-to-face appointment
4. The doctor will look at your eConsult and reply to you by the end of the next working day
5. If the doctor thinks you need a prescription it can be sent straight to your local pharmacist
6. If the doctor needs more information we will get in touch to arrange an appointment
7. There is also an option for administrative requests. Fill out the form and we'll get back to you by the end of the next working day.