

Other Online Services

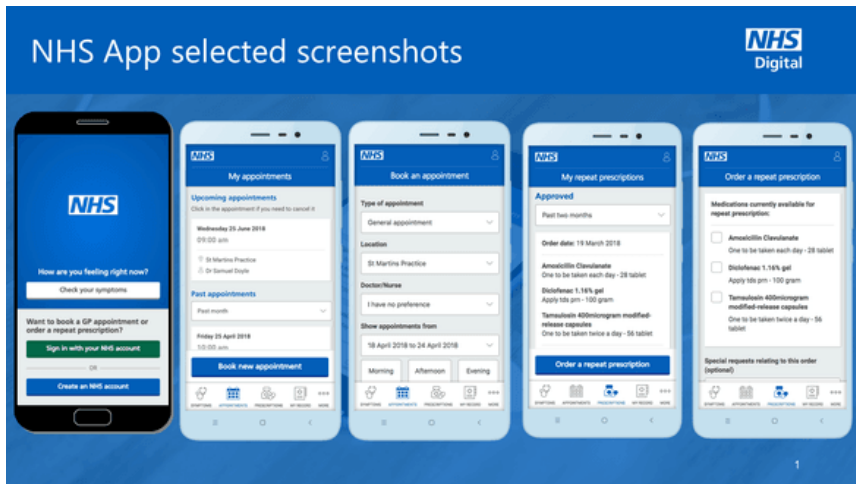
*Order prescriptions, book appointments
and view your medical record online.*

There are many platforms that you can use to get online; such as Patient Access and the NHS app. There is an online access registration form which can be found under forms on our website where you can register. The NHS app does not require a form, you can download directly to your smart device.

For more information on the NHS app please view;

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

<https://rushallmedicalcentre.co.uk/>



Rushall Medical Centre eConsult and Online Services



What is eConsult?

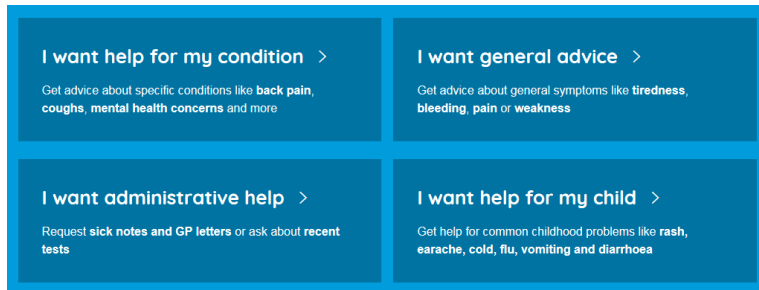
eConsult is an online service that allows you to ask your GP surgery about any health symptoms, administration queries, medical conditions or any potential treatments that you may require.

How do I access eConsult?

You can either visit rushallmedicalcentre.co.uk and click the tab for econsult or you can also access via the NHS app.

How do I use eConsult?

The eConsult form will ask you questions about your symptoms or existing conditions. There are four categories (listed below) to select from. After filling in some details about yourself, to verify who you are, your eConsult is sent to your GP practice. If your symptoms sound very serious, the system will stop you from completing your eConsult and suggest that you seek urgent medical advice. eConsult is not intended for emergencies.



What happens once I submit my eConsult?

Once you have submitted your eConsult online, you will receive a copy of the eConsult report via email. This email will also contain the unique reference number for your eConsult, just incase need to speak to the practice about any of the information it contains. The aim of response for an eConsult is **48 hours**. You may be offered a face to face appointment on that day or a later date, a telephone consultation (if a face to face is not required) or you may be signposted to another health organisations such as a Pharmacy.

How will eConsult help me?

eConsult can help you to manage your condition or symptoms by providing you with the best self-help information available and by signposting to other services if needed. Practice phone lines can get extremely busy so eConsult is a very convenient method to get help and advice especially if you are not sure if you need an appointment or if you just have a general enquiry.

Who can use eConsult?

Parents or guardians are able to submit paediatric eConsults for children aged 6 months up to 18 years. Patients aged between 16 and 18 years are able to access the paediatric questions and submit eConsults directly. It is not possible for parents to submit eConsults for patients below the age of 6 months for safety reasons – these patients should be seen by a clinician.

What are the benefits of eConsult?

As eConsult provides patients with a platform to specify their health needs, this will allow GPs to prioritise appointments for patients in the most need of urgent medical help. eConsult is also beneficial for patients who are unable to attend or contact the practice in work hours as patients are able to submit eConsults at a time that is suitable for them.

