

Email your GP

via system1 online messaging

E-mail consultations guidance for patients

We are now offering an online advice process which will enable patients to request medical advice, from their GP Practice by a system1 online. Your message will be answered within 24–48 hours by the Duty Doctor or an administrator if it is something not suitable. If your enquiry does not fall into one of these categories, please contact the surgery to arrange an alternative appointment.

Currently we are only able to offer this service for the following requests:

Area	This service is for	This service is NOT for
Test results	For enquiries about a recent test please allow the following timeframes before you contact us: Blood Tests – 5 working days. All other tests – 7 working days. For conditions that require regular monitoring patients can arrange their regular monitoring via email.	Please DO NOT request repeat medication via email. Please use our standard repeat prescription request system i.e. through your pharmacy, online, in writing or face to face at reception.
Medication queries	Queries about dose, counteractions with other medications, reviewing medications, minor reactions or general guidance.	If you have a severe reaction to your medication, please telephone reception immediately.
NHS Medical Reports	For queries about a medical certificate or other NHS report.	This is not for queries regarding private insurance requests or other non-NHS services.
Referrals	Messages to the practice for queries regarding any active referrals.	Unfortunately we are unable to process requests for a new referral via email.

For more urgent concerns, our same day appointment system will continue unchanged.

As this is a new service with new IT equipment we may encounter some teething problems so please be patient. We will try to get the service running smoothly as soon as possible.

Please note that we will be asking patients for feedback throughout and at the end of the pilot. Please be prepared to take part in this feedback if participating in the pilot.

Frequently asked questions

“Isn’t this just a way of putting me off seeing the Doctor?”

No, email consultations and telephone appointments are often a way of getting through to a doctor more quickly and conveniently than if you waited for a face to face appointment.

“Isn’t this a way of stopping me getting a face to face appointment?”

Again - this isn’t the case. Many things can be arranged, discussed, or provided, without you needing to see the GP, and often more quickly than if you had to wait for a face to face appointment. It’s possible the doctor may feel that you need a face to face appointment after all, in which case one can be arranged at an appropriate time, often soon after your e-consultation.

“If the doctor asks me to come in anyway, why can’t I just have a face to face appointment in the first place?”

For confidentiality reasons, the Receptionists don’t always ask you why you want to see the doctor. So until the doctor speaks to you, they won’t know whether your issue needs to be dealt with face to face, or by telephone or email.

DO NOT USE THIS SERVICE FOR URGENT OR EMERGENCY REQUESTS

Please Note Important Information about keeping your information and records confidential.

By using this form you will be sending information about yourself across the Internet. Whilst every effort is made to keep this information secure, you should be aware that we cannot offer any guarantees of absolute privacy. If this matter concerns you then you should use another method of consulting with your doctor.

IG Statement:

Patients should be advised that the information transfer is safe by using the secure log in given, and this is transferred by a recognised approved software system called SystemOne. The record made of this email and the associated reply, will be added directly to your own patient record so there is always a record of what you as the patient asked and what the GP replied to your query.

More information can be found on our website:
www.fitzroviamedicalcentre.co.uk

Messaging your GP Practice

Before using the e-consultation function, please note the following important information:

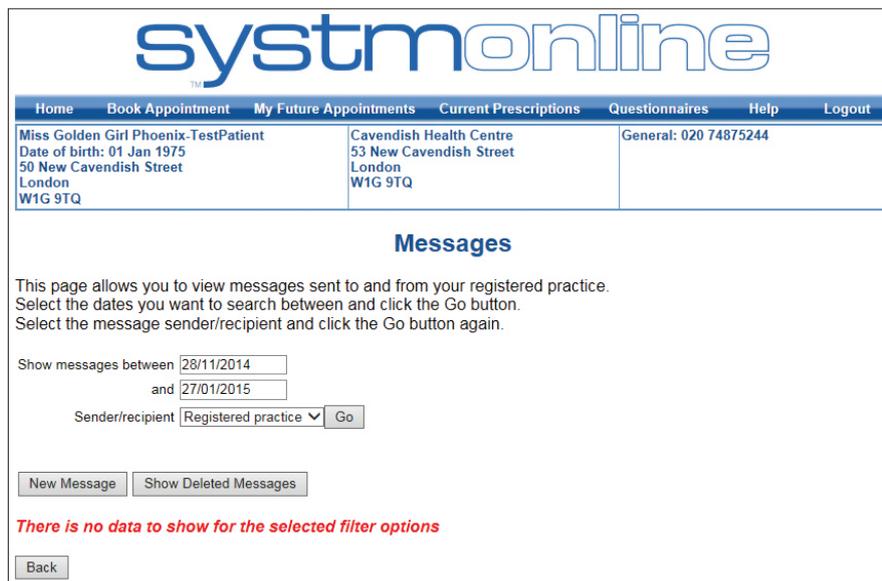
- Do not use this forum if you need an urgent answer. Phone or come to the Practice so that we can deal with the issue quickly.
- All messages sent via this system are automatically saved to your patient record. Please ensure that you only provide information you are happy to be saved in this way.
- Remember you can make a telephone appointment Monday – Friday with your GP.
- When you send us messages, the first person to read them is one of the administration staff. If there is anything you do not want the administration staff to see, please do not put it on the message.
- The Duty Doctor will endeavour to reply within 48 hours. In some circumstances this may not be possible in which case a duty doctor will reply as soon as possible.

Step by step guide to using the email consultation system

1. Ask the practice to register you for SystemOnline.
2. Log in to your SystemOnline account using your user name and password details given on registration.
3. On your homepage select "Messages". It will then give you the option to send a message to the Practice.



The screenshot shows the SystemOnline homepage. At the top is the 'systemonline' logo. Below it is a navigation bar with links: Home, Book Appointment, My Future Appointments, Current Prescriptions, Questionnaires, Help, and Logout. A patient information box contains: Miss Golden Girl Phoenix-TestPatient, Date of birth: 01 Jan 1975, 50 New Cavendish Street, London, W1G 9TQ; Cavendish Health Centre, 53 New Cavendish Street, London, W1G 9TQ; and General: 020 74875244. The main content area is titled 'Home' and lists various options: Book Appointment, My Future Appointments, My Past Appointments, Current Prescriptions, Change Pharmacy, Change Password, Change Contact Details, Grant Additional Access, My Summary Patient Record, Questionnaires, View Messages (0 Unread), View Test Results, Help, and Logout.



The screenshot shows the SystemOnline Messages page. It features the same navigation bar and patient information box as the homepage. The main heading is 'Messages'. Below this, there is a text block: 'This page allows you to view messages sent to and from your registered practice. Select the dates you want to search between and click the Go button. Select the message sender/recipient and click the Go button again.' There are two date input fields: 'Show messages between' with '28/11/2014' and 'and' with '27/01/2015'. A dropdown menu for 'Sender/recipient' is set to 'Registered practice' with a 'Go' button next to it. Below these are two buttons: 'New Message' and 'Show Deleted Messages'. A red text message states: 'There is no data to show for the selected filter options'. At the bottom left is a 'Back' button.

Step by step guide to using the email consultation system continued

4. Press submit, once you have submitted your message, it will be sent to the duty doctor to answer. Your question will be responded to within 24-48 hours by our duty doctor.
5. You will receive a bounce back message informing you that your message has been received by the practice. As this is a pilot you will be sent a link to complete a patient survey, this is really important for us to understand how you are finding the system, please help us to help you be completing this short survey after you have had a reply from the Doctor.
6. The doctor's reply will be in the messages section of you SystmOnline homepage. If we have a mobile telephone number on record for you, a text message will be sent to you once the doctor as replied to your enquiry.

systmonline

Home Book Appointment My Future Appointments Current Prescriptions Questionnaires Help Logout

Miss Golden Girl Phoenix-TestPatient
Date of birth: 01 Jan 1975
50 New Cavendish Street
London
W1G 9TQ

Cavendish Health Centre
53 New Cavendish Street
London
W1G 9TQ

General: 020 74875244

Create Message

This page allows you to write messages to send to your registered practice. You can address your message to a particular person or to the practice. Click the Browse button if you need to attach a file to your message (it must be less than 2MB in size). Only files with the following extensions may be uploaded: jpg, png, pdf, doc, docx, rtf.

Send to: Registered practice

Attach a file Browse... Remove Attachment

Send

Back

systmonline

Home Book Appointment My Future Appointments Current Prescriptions Questionnaires Help Logout

Miss Golden Girl Phoenix-TestPatient
Date of birth: 01 Jan 1975
50 New Cavendish Street
London
W1G 9TQ

Cavendish Health Centre
53 New Cavendish Street
London
W1G 9TQ

General: 020 74875244

Messages (Page 1/1)

This page allows you to view messages sent to and from your registered practice. Select the dates you want to search between and click the Go button. Select the message sender/recipient and click the Go button again.

Show messages between 28/11/2014 and 27/01/2015

Sender/recipient: Registered practice Go

New Message Show Deleted Messages

Sent	Sender	Recipient	Message	Read	Attachment	Delete
27 Jan 2015 14:58	Miss Golden Girl Phoenix-TestPatient	Cavendish Health Centre	Type your message here.	No		Delete

Back

7. Log back into your SystmOnline account using your log in details. Here you will see that a reply from the Surgery has been received. You are able to reply again to the Surgery should you wish.
8. If the Doctor feels that he needs to speak to you over the telephone or face to face you will be advised.
9. Please complete the patient survey by going to: <https://www.surveymonkey.com/s/econsultationsurvey>