

**How it Works**

1. Go to our website www.thelimessurgery.nhs.uk
2. Click the button to contact our doctors online and select your condition or administrative advice
3. You will be asked the same questions in a short form that a doctor would in a face-to-face appointment
4. The practice will look at your answers and we’ll get back 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 so you don’t need to come into the practice
6. If the doctor needs more information we will call you back or get in touch to arrange an appointment if you need one. If we can help you over the phone we will try to save you from having to travel to the practice.
7. There’s an option for administrative requests. Fill out the form and we’ll get back to you by the end of the next working day.
8. You can also use eConsult for your child if they are aged between 6 months and 17 years old.

**Frequently Asked Questions**

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| **How do I access eConsult?** | It is quite simple! Visit the practice website and click on the eConsult banner that says ‘Contact our doctors online’. |
| **When will I get a response back?** | The clinician will review your response and get back to you by the end of the next working day. We will contact you by phone, by email or by text. |
| **I don’t have access to the Internet?** | Patients who do not have access to the internet can be asked to contact the practice on the practice telephone number or you should follow agreed practice protocol. |
| **What about the Elderly?** | Elderly patients who have access to the internet can use the service, otherwise they can call the practice as usual on the practice telephone number. |
| **What about my Child?** | Parents / Guardians can complete an eConsult on behalf of their children aged 6 months and above. Carers/Parents will receive a call back or an appointment to close off the eConsult. |
| **But I need to be seen?** | Your eConsult will be reviewed by a clinician and if you need to be seen you will be given an appointment. |
| **I completed an eConsult and I was advised to contact the practice for an Urgent appointment?** | This happens when a patient reports symptoms that suggest they are too unwell for the eConsult system. Please follow your normal practice procedure for issuing out appointments to patients with urgent symptoms. |
| **I completed an eConsult, but I have not heard back from the practice.** | Please have a look in the patients notes to see if someone has recorded a failed attempt and speak to the team to understand what went wrong and advise the patient accordingly. |
| **I have an administrative request.** | You can submit admin requests by visiting our website, go to the eConsult banner and select administrative requests. |