

Changes to how patients book an appointment July 2024

Summary of changes

- To get a GP appointment you will need to complete an online form called an eConsult
- The eConsult will take you through a number of questions about your health and current problem
- The eConsult will be saved to your patient record
- A GP will look at all the eConsults on the same day and use the information to offer an appointment with the best professional to meet your needs
- The eConsult system will alert us to more urgent or worrying symptoms and these eConsults will be looked at by the GP first
- You will get a phone call or a message to let you know how to book your appointment on the same day that you have completed your eConsult
- You may receive a “booking link”. This is text message with a link you can follow to book a prebookable appointment
- It may be that the GP can manage the problem using the information provided. They may be able to send advice or a prescription, or book you directly for further tests
- eConsults can be completed between 7am and 4pm Monday to Friday
- Those who would like a same day appointment should aim to complete their eConsult before 11am
- eConsult will be accessed by clicking on the link on the website [Homepage - The University Health Centre \(universityhealthhuddersfield.co.uk\)](http://universityhealthhuddersfield.co.uk)
- You can also use eConsult to ask for advice, request a fit note, request other documents or request prescriptions

Why are we changing the system?

We want to improve the way patients access the surgery. We aim to

- Reduce the need to ring at 8.15am and wait in a long queue
- Help patients to see the most appropriate professional to meet their needs
- Ensure fair access to those who are unable to ring early in the day

- Improve access to routine appointments and reduce waiting times
- Offer more choice of appointment days and times

What is eConsult unsuitable for?

- Appointments for babies under 6 months old will need to be requested over the telephone
- If it is a medical or mental health emergency you should not complete an eConsult and should call 999
- Nursing appointments and appointments for chronic disease reviews (such as diabetes or asthma) should be booked over the phone

What if I am unable to complete an eConsult?

Our reception team are here to help. Whilst we would like all patients who are able to complete an eConsult, we know there may be some patients who find this challenging.

If you are unable to complete an eConsult our reception team can complete the form on your behalf. This can be done over the phone or in a private space off the health centre waiting room.

What if I don't agree with the triaging decision, or things change?

If you feel you have been offered the wrong type of appointment, or things have changed you can ring the health centre, or complete another eConsult with updated information

Confidentiality

We take our responsibility to safeguard your personal information very seriously. All our staff are trained in confidentiality and data protection. You can read more about eConsults data protection policy here- [Patient Clinical Safety & Data comes first | eConsult](#)

How can I give feedback on this change?

We hope you can see the benefits of this new system. We are open to feedback on what is working well, and what can be improved. You will be asked as part of the eConsult to complete a survey. Please complete this if you can. You can also send any questions or feedback to our email address u.healthcentre@nhs.net

How can I learn more about eConsult?

You can see the links below for more information

[How to use eConsult | NHS Patients | eConsult Health](#)

[How to tackle NHS Primary Care demand with eHubs - eConsult Health \(youtube.com\)](#)