

# Save time



# Consult Online

## What is Online Consultation?

**Online Consultation** is a way for patients to contact their GP practices in a way and at a time that is convenient using online tools.



It is designed so that patients can quickly and easily send and receive information to and from their GP practice. These can be; requests for advice, symptom checking and access to different types of services e.g. Nurse appointments or specialist services in your local area and where to get for self-help.

This service **will not** replace telephone bookings or face to face appointments with GP's. It is designed to be an additional way to access primary care which will be more convenient for our digitally engaged patients.

We will be rolling out the new online consultation service to over **150** practices within East Sussex, West Sussex and East Surrey.



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## How will the service benefit me?

- ✓ Convenient access to healthcare for those who work 9-5
- ✓ Convenient access for those with mobility issues or those who live a distance away from their practice.
- ✓ An easy route to connect with the right services first time that can help you when you need it
- ✓ Signposting to local services, support groups and self-care
- ✓ Easy access to official NHS information about symptoms, conditions and treatments
- ✓ Longer face to face appointments available for patients with complex needs
- ✓ More face to face appointments available

## How can I give my opinion?

We want your feedback on how you would like the service to look. Please complete our online survey which can be found at the following link:

<https://www.surveymonkey.co.uk/r/8MT7PN3>

Paper copies, large print and braille available on request: [CSESCA.Onlineconsultation@nhs.net](mailto:CSESCA.Onlineconsultation@nhs.net)