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Important Information About our Online Consultation Tool

Dear Patient,

We are pleased to be able to offer an online consultation tool as part of our service. They can be a convenient way for you to contact us about your health and can often save you time. However, we want to remind you that online queries are not always suitable for every situation. What follows is advice on how to get the best out of the online consultation tool and, importantly, use it safely.

When using the online consultation tool may not be safe

Using online forms or messages for urgent or serious symptoms can sometimes delay the care you need. For example, online consultation tools are not appropriate if you are experiencing:

- Chest pain or difficulty breathing
- Severe abdominal pain
- Signs of a stroke (such as sudden weakness, facial droop, or difficulty speaking)
- Heavy bleeding
- Sudden confusion or collapse
- Any situation where you feel your life may be at risk

In these circumstances, please call 999 immediately or go straight to the nearest Accident & Emergency department.

When to call instead

- If your problem is urgent but not life-threatening, please telephone the practice so that we can assess and advise you quickly.

How to use the online consultation tool safely

Online consultation tools work best for:

- Routine queries
- Requests for sick notes *for a condition already assessed by a clinician at the surgery*
- Non-urgent health advice
- Follow-up questions about existing conditions

By using the service appropriately, you help us to keep it safe and effective for everyone. Please be aware that if the number of queries rises above safe capacity then the queries may be added to a waiting list to be answered at a future date.

Patients are encouraged to check if an alternative service could answer their query.

For example, if the query is about a hospital appointment or visit - contact the hospital department, or if it is about a medication – use the NHS app to request repeats or contact your community pharmacy. More information on the range of services available to you can be found on our website: drmilesandpartner.co.uk

Thank you for your understanding and for helping us provide the best possible care for you and all our patients.

Yours sincerely,

Dr Raju Valasapalli