

Braeside Surgery Introduces



For all GP appointments

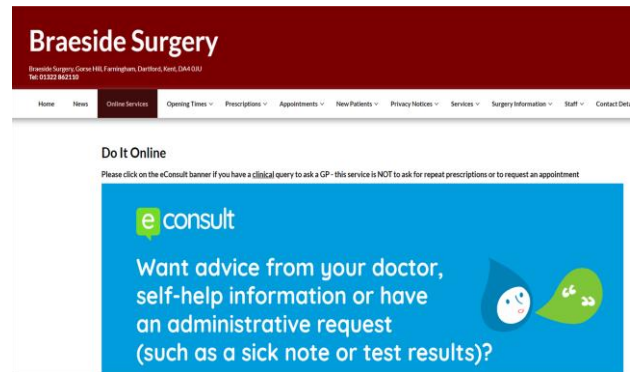
GOING LIVE 4th MARCH 2024

eConsult is an online consultation tool which is available to you. The information you provide enables the practice to prioritise your requests in order of urgency. It also allows the clinical team to allocate your request to the correct healthcare professional which best suits your needs, this could be a GP, Nurse, Paramedic or another Healthcare professional.

The great thing about online consultations is that it provides your GP surgery with very detailed information about the symptoms you have and the effect they are having on you. They can then decide, based on the information given, how best to help you.

Remember if you are unable to use eConsult you can still phone the surgery and your information will be taken by our Patient Navigators (Receptionists) who will complete the online form on your behalf.

This service will be available on the Braeside Surgery website or the NHS app from 07:00 - 11:00 Monday – Friday. You will find eConsult under Online Services as shown below.



What happens after an online consultation?

Once you complete an online consultation, the practice will get back to you either the same day where needed or, within two working days, with the right care for you.

Is my information safe?

- **eConsult** is fully GDPR compliant.
- **eConsult** encrypt patient details for their entire journey into the practice.
- **eConsult** does not store any patient-identifiable medical information

HOW TO GET HELP FROM BRAESIDE SURGERY

Feeling unwell? Do you have a request for the practice?

eConsult online



Patient completes eConsult via our website, www.braesidesurgery.nhs.uk or by using the NHS app



Phone the surgery



Patient telephones the surgery; our Patient Navigators will complete the eConsult application on behalf of the patient.

