

Engage Consult - Patient Guide No 2

How to send a message to your GP Practice using Engage Consult

Engage Consult is an online consultation service. You can use it to ask for help about a non-emergency medical problem or for general advice from your doctor or other members of the Practice team. This can be done without having to visit the Surgery or ring on the phone. The online consultation service can be used from any mobile phone, tablet or computer. The Practice will reply with an answer to your question and tell you what you should do next. If you send your question within their online service times, you will usually get a reply on the same day. This Guide will help you through the process.

Before sending a message to your Practice you need to sign up to use the service. To do this, go to the Practice website and click on the Online Consultation banner or Engage Consult logo. The leaflet "How to sign up for online consultation services" will help you do this, it can be found on your Practice website. **Please note. The Engage Consult service must not be used for medical emergencies where urgent help is needed, for example chest pain, collapse or severe bleeding. Please call 999**

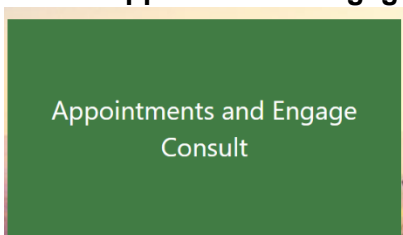
How to send a message to your Practice

Step 1

Login to your Engage Consult account by visiting your GP Practice website and clicking on the **Online Consultation** banner or the **Engage Consult** logo.

Do not click on "Online Services" or "Patient Access".

You will see a number of coloured boxes. Click on the "**Appointment / Engage Consult**" box.



Step 2

Using your login details, add your Username and Password, then click on "Login". (Please note in Scotland the NHS login will not be available)

Log into Engage Consult

Your account will allow you to:

- Access the online services offered by your practice
- View previous requests
- View your secure messages

NHS login allows you to access your health and care websites and apps with one set of login details. We will check if you have an NHS login. If not, you can set one up.

Continue to NHS login

Continue with Engage Consult

Step 3

Depending on what practice services are available, you will be able to select an option to start a medical consultation, submit an admin query or upload health data. (These services are decided by your practice)

Please select a service:

[Start an online medical consultation](#)

Contact us about a new or existing medical condition

[Submit an admin query](#)

Contact us about sick notes, prescriptions and other administrative queries.

[Self Help Information from the NHS](#)

Explore your condition and get self care advice

[Upload Health Data](#)

Send us your blood pressure, weight or height and weight readings.

Step 4

Choose the service you want to send your request to.

Step 5

If you have selected the option to start a medical consultation (depending on your practice, this option may not be available) you will be shown an alert as this service should only be used for non-emergency medical requests.

Step 6

If you choose to continue, you will be asked if this enquiry is for yourself.

Step 7

You will then be asked if “this is a new problem” or something you are getting back in touch for

Is this a new problem?

- Yes
- No, I've been asked to get back in touch
- No, it's about an existing condition

Continue

Step 8

Once you have selected your relevant option you will then be asked to describe your medical problem in on or two words. Once you have entered your medical problem, you will then need to confirm you do not need immediate medical treatment. The alert shown will advise you if you need to call the emergency services. If you do not need immediate treatment base on the alerts shown, you can continue.

Step 9

A list of useful information and links will then be shown. If there are any local services offered by your practice, these will also be shown here.

Step 10

At this stage you will be asked a series of questions related to your medical problem. Please read the questions carefully and make sure you are answering them as honestly as possible.

Step 11

Once you have completed the questionnaire, you can upload a file or photo which could be helpful (only if necessary). Up to three photos can be uploaded

Do you want to upload a file or photo?

A photograph of anything that can be seen (rash, swelling, tonsils etc) could help the clinician for the consultation and could save time if they request one later.

- Yes
- No

Continue

Step 12

If you do choose to upload a file or photo please note:

- The file or photo will be added to your clinical record and used for your clinical care
- The file or photo may be seen by male or female staff
- You should not show your bottom (anus), breasts, vagina or penis, even if these are the problem area.

Step 13

Once you have completed all these steps, you will then be asked for your best contact telephone number. You can also add any additional information if needed to tell your practice.

Step 14

You have now successfully submitted your consultation request. Please read the text on the page carefully as it will tell you how long it will take for the practice to respond. You will also receive an email confirmation of this. From here, you can download a copy of your request, return to the homepage or give feedback on the Engage service.

Step 15

Please note, when you send in a request for the first time, your Practice may contact you to confirm that you are who you claim to be. This is an identity check and will only be carried out once. It is used to keep your medical details safe.

Step 16

If you are submitting an admin query, you will be able to choose from set list of options determined by your practice. Please note: You must not use this for advice about a medical problem, these messages are not monitored by medical personnel.

Step 17

If you are uploading health data, you will be able to select from the following options:

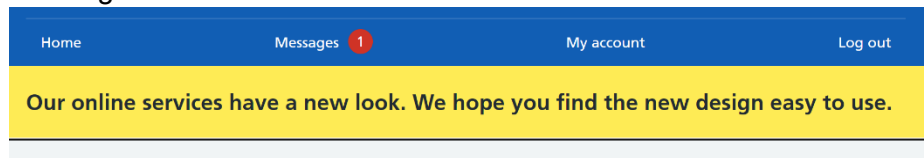
What would you like to send us?

Blood pressure Send us a recent blood pressure reading	Weight Send us a recent weight reading	Weight and height Send us weight and height readings together
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Step 18

How to read the reply from the Practice

When the Practice sends a reply, you will get a message in your email inbox to let you know that the reply is waiting in your Engage Consult account. The link in the email should take you directly to your patient portal and you will see the messages tab as below:



When responding to your practice, please note you can only send one message at a time and the message must be shorter than 400 characters. You will also be able to upload files and photos at this stage

The following guides are available from your Practice website.

Engage Consult Patient Guides:-

No 1: How to sign up for Online Consultations with your GP Practice

No 2: How to send a message to your GP Practice using Engage Consult