

**Great for patients… and great for us**

The GPs and nurses at CGH Partnership believe they can offer all patients a better service if those who have internet access contact us via eConsult. The exceptions are nursing appointments like bookings for routine blood tests, injections, immunisations and dressing appointments.

What is eConsult? It is an NHS-approved ‘digital triage and patient history-taking tool’ designed to enhance patient access, improve practice efficiency and signpost patients to the right place at the right time for their care. Find it on the home page of our website: www.cghpartnership.co.uk and for more information, see: <https://www.youtube.com/watch?v=j1-LQI1f0TI>

Examples of where eConsult can make your life easier:

* requests for letters and sick notes
* diagnosis and advice about treatment without the need for a face-to-face appointment
* opportunity for you and your doctor to plan investigations before seeing a GP – meaning one appointment rather than two
* when you are planning a trip and want advice on travel health and vaccinations
* contraceptive pill checks and some other long-term condition reviews which supports self-care

Medical advice is available via eConsult at any time. It includes NHS self-help information, pharmacy advice, signposting to other services and an on-line symptom checker. Clinically-supported and digitally safe.

eConsult was created by NHS GPs for NHS patients and is under constant review. There is a robust ‘red flagging’ system applied to every eConsult enquiry which ensures that patients with urgently worrying symptoms are directed immediately to a person-based service. eConsult uses the highest security standards to ensure patient information is always secure.

Why is eConsult great for CGH Partnership? Knowing a patient’s symptoms upfront helps us to get you the help you need, from the right person, straight away. Gathering information in a standard format helps doctors address your needs efficiently, whilst admin queries get filtered direct to the team that handles them. And, because it saves clinician time, if the clinician wants to see you face to face, you have the possibility of a longer appointment.

To access econsult – go to either:

[www.cghpartnership.co.uk](http://www.cghpartnership.co.uk) or the NHS App