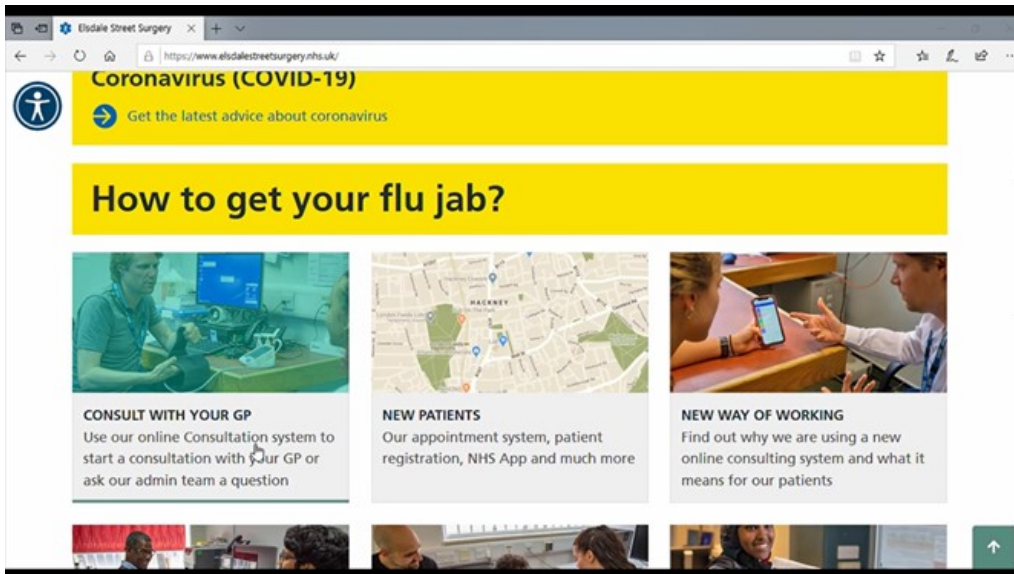


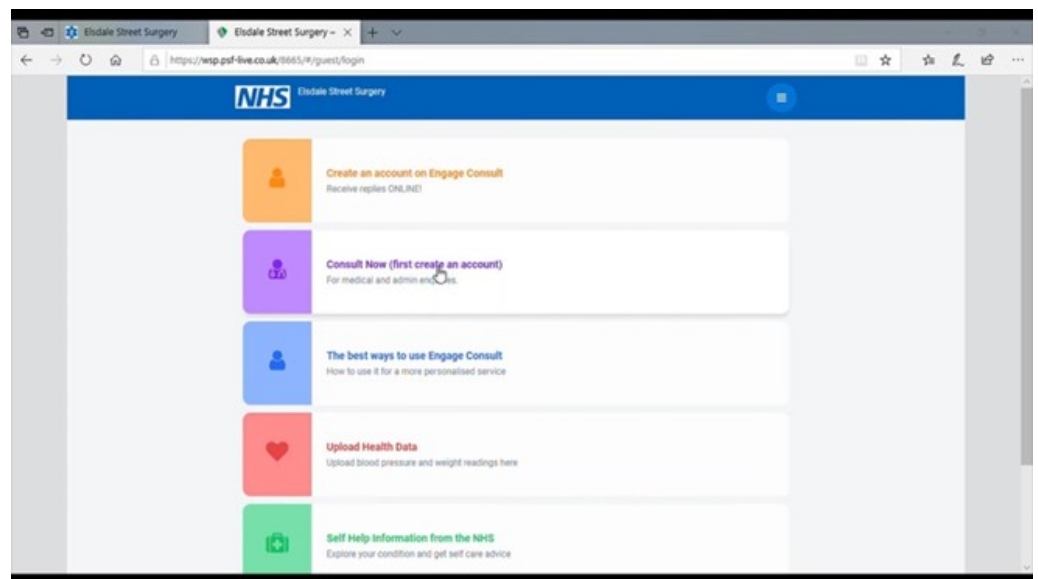
Completing an Engage Consult for a more personalised service at Elsdale Street Surgery



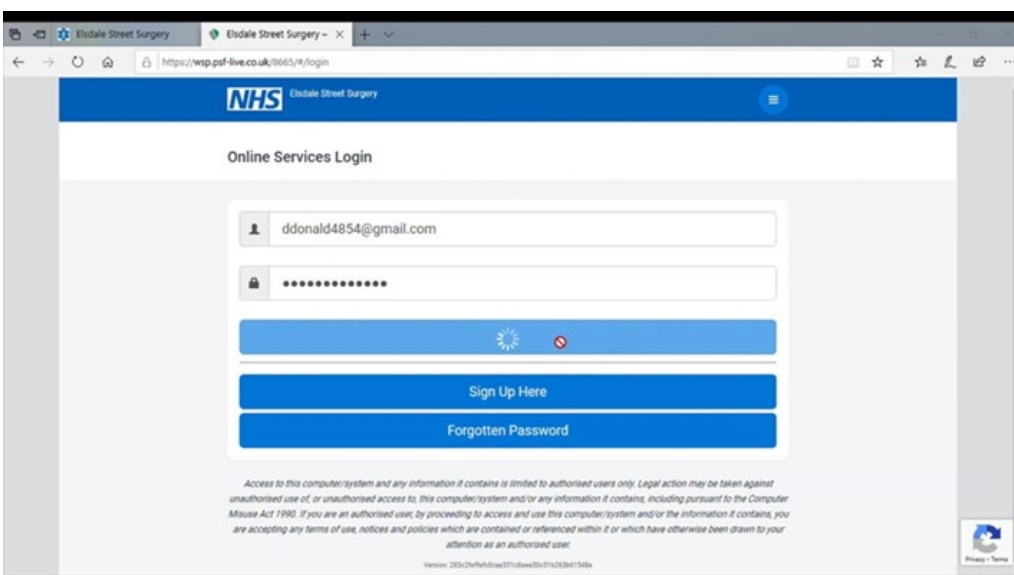
Start by going to our web-site and selecting 'consult with your GP'.

<https://www.elsdalestreetsurgery.nhs.uk/>

We recommend that you create an account to allow us to use secure 2-way messaging with you.



Once you have created an account log in.



You can submit an Engage Consult for yourself or someone you care for.

NHS Elsdale Street Surgery Donald Duck

Who would you like to access services for?

- Donald Duck (Self)
- Mickey Mouse (Parent)
- Aladdin Disney (Carer)
- Fa Mulan (Parent)
- Add Someone Else

Version: 283b29e94d0a0371d8aa35d11a283d4154da

This step is important to make sure you are using the service appropriately.

NHS Elsdale Street Surgery Donald Duck

Please read and confirm

The patient using this service must be registered with this practice and be physically in the UK. Parents and carers are welcome to use Engage Consult on behalf of registered patients.

☒ I understand

⚠️ Emergencies Please do not use this service for contacting your GP in an emergency. In the case of life threatening emergencies, please ring 999. [further information](#)

Serious symptoms to consider may include but are not limited to: Unexpected breathlessness, severe bleeding, crushing chest pain or chest pressure.

☐ I understand

You are responsible for seeking further help if the situation worsens or a medical condition deteriorates such that you consider immediate help may be required.

☐ I understand

By proceeding to use this service you accept the end user licence agreement which is summarised here

[Continue](#)

[Decline](#)

Please provide an up-to-date telephone number that we can contact you on.

You will have an opportunity later on to add an additional number.

NHS Elsdale Street Surgery Donald Duck

Requesting help from the surgery

Is this the best telephone number to contact you on?

Telephone number

[Continue](#)

[<](#)

Requesting help from the surgery
What best describes your request?

Administrative Query Or Question

A Medical Problem

Please note: We are now outside the time where we offer a same day response, if you continue with your request for a consultation about a medical problem you must confirm that you understand that we will not look at or respond to your request until our next usual working day.

Show same day response times for this service

You can make an admin request or a enquire about a medical problem. Example of admin requests include:

- Requesting an appointment with the nurse or health care assistant.
- Repeat prescription request
- Medical record or insurance report request.

In this example we go through about a medical problem.

If you are submitting the form after 1pm it will not be reviewed until the next working day. It is important that you call us if you need more urgent medical attention, or contact NHS 111 if out of our opening hours.

If you are submitting the form on a weekday before 1pm you won't get this alert, and we aim to contact you before 6.30pm.

Out of Hours Service Confirmation

Please note: We are now outside the time where we offer a same day response, if you continue with your request for a consultation about a medical problem you must confirm that you understand that we will not look at or respond to your request until our next usual working day by clicking the Accept button.

Accept Decline Close

Requesting help from the surgery
Who would you like help from?

Anyone

Dr Baker (Male)

Pharmacist

Dr Anu Kumar (Female)

Dr Eleanor Hitchman (Female)

Dr Tina Lloyd (Female)

Dr Seemal Patel (Female)

Dr Kirren Sandu (Female)

Dr Noha Salem (Female)

Dr Kathleen Wensden (Female)

If you regularly see a doctor or have consulted about the same problem before it is helpful if you select them. Please be aware of the days they work. See [here](#) for when they have clinics.

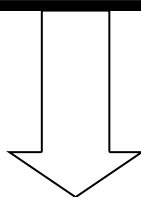
If there is a time you won't be able to take a call please let us know here.

For example if you have a meeting or are collecting your kids from school.

If you are limited in your availability please let us know your availability for a few days.

We encourage you to be as flexible as possible but we understand you won't always be free for a call.

The screenshot shows a web browser window with the URL <https://wsp.psf-live.co.uk/8665/#/requesthelp/response>. The page header includes the NHS logo and 'Elsdale Street Surgery Donald Duck'. The main content area asks 'Requesting help from the surgery' and 'Most people are happy with a response as soon as possible. Are you happy with this?'. There are two blue buttons: 'Yes, That's Fine' and 'No, I Need To Tell You My Availability'. The second button is circled in red. A back arrow is visible at the bottom left.



The screenshot shows a web browser window with the URL https://wsp.psf-live.co.uk/8665/#/requesthelp/pick_response. The page header includes the NHS logo and 'Elsdale Street Surgery Donald Duck'. The main content area asks 'Requesting help from the surgery' and 'Please tell us the times when you are available to receive a call-back'. There is a text input field with the placeholder 'Enter any time that is convenient here'. Below the field, there is a paragraph of text: 'This is not an appointment booking. Knowing your availability helps a GP or other member of staff to be able to plan a response to your request. We try to call promptly following a request within working hours but cannot always guarantee to do so, please bear with us. Engage Consult request times are listed below.' Below this text is a blue button labeled 'Continue'. A back arrow is visible at the bottom left.

Please indicate if the problem you are concerned about is a new problem or something you have consulted with a doctor about before.

The screenshot shows a web browser window with the URL <https://wsp.psf-live.co.uk/8665/#/requesthelp/medicalproblem/problemclass>. The page header includes the NHS logo and 'Elsdale Street Surgery Donald Duck'. The main content area asks 'Requesting help from the surgery' and 'How would you describe this problem?'. There are three blue buttons: 'New Problem', 'My Doctor Has Asked Me To Get Back In Touch', and 'A Problem With An Existing Condition'. A back arrow is visible at the bottom left.

Requesting help from the surgery

Describe the problem in one or two words

insect bite

Add problem

Using just 1 or 2 words type your problem here.

You will be able to describe it in more detail later on to ensure we understand what you are concerned about.

If the system doesn't recognise what you put in please try an alternative word. But if you input the same term 3 times it will then accept it.

You can add more than one problem but we prefer that you only do one problem at a time as the doctor may not have time to discuss both problems with you. If the problems are related please input them both.

Requesting help from the surgery

Please add any further medical problems

Medical problem entered

insect bite

If you have other problems you wish to let us know about, please enter below, otherwise click continue.

Is there anything else you want to tell us about?

e.g. Back pain

Add

Continue

Requesting help from the surgery

Useful information that may help you

You might find it useful to take a look at the resources we have found relating to your issue/issues.

Insect Bite

Helpful links:

- NHS UK: Overview insect bites and stings

Continue

Often you can find useful information on the NHS website about your condition. We highly recommend you read to help your understanding of the problem..

If you have a problem that you need to show the GP please take a few photos in a well lit area and with a light plain background. To give an idea of the scale place a coin or ruler next to the image.

For more tips on taking a good photo please see [here](#).

'Start the questions'- these questions are specific to the problem you are reporting. It is important to answer ALL the questions to help the doctors direct your problem appropriately.

At times the questions may seem repetitive but please persist. The answer are all helpful for the doctors.

Now you have the opportunity to express your problem in your own words. Please include anything that you feel is important to share. You do not need to repeat anything you have told us in the questionnaire.

Requesting help from the surgery

How has your problem changed since it started? Have you had similar problems in the past? Do you think any of your medical history relates to this problem?

I've been bitten by an insect before but not had a reaction like this.

Continue

<

Requesting help from the surgery

What outcome are you hoping for from this Engage Consult? Whats is concerning or worrying you about your problem today?

I'm worried it is infected and think i may need antibiotics

Continue

<

He denied: Faster heart rate after the bite. Chest pain after the bite.

Gastrointestinal

He denied: Nausea after the bite.

Skin

He reported: Only one bite. Redness around site. Swelling. Warmth around site. Skin itching 1 to 2 days. Itching only in one place. Itching sometimes causes trouble sleeping. Rash 12 to 24 hours.

He denied: Change in skin colour. Warmth spreading. Swelling spreading. Redness spreading. Rash spreading. Rash moved from one part of body to another.

Haematological and Lymphatic

He denied: Swollen glands.

Risk Factors, Prevention, and Patient Issues

Prevention

Immunisations

He reported: Tetanus vaccination unsure when had last one.

Questionnaire Completion

The questionnaire was completed.

Additional information or errors in the above

Download Report

Accept and Continue

Finally submit the engage consult.

If there is anything else you want to tell us please share it here, for example another contact number.

What happens next?

Our doctors review the forms twice a day. Based on the information you have supplied they decide on the following:

- Who is the best specialist to address your concern? Most often a GP is best but it can be our [physiotherapist](#), nurse, pharmacist or health care assistant.
- What is the best method of consulting with you? This could be a virtual consultation over the phone or using a video call. It may be that you need to come in for a face to face consultation. The last option is an online response via secure 2 way messaging; GPs can give medical advice, inform you of referrals, issue prescriptions and ask you for more information.
- How urgently do we need to consult with you? Our aim is to consult with patients the same day but some days we are busier and have emergencies to deal with. If we are busy one day we will let you know by 1.30pm or 6.30pm when we will be calling.

After submitting the Engage Consult please keep an eye on your emails for a response from us, which may be an online response with medical advice or a message telling us when we will call you.

