

Engage Consult - A Guide for Carers.

Using the Online Consultation service on behalf of the person you care for

Engage Consult is an online consultation service which can be used by a Carer on behalf of the person they are caring for. To do this the Carer should have patient consent recorded and authorised by the Practice. Engage Consult enables the Carer to communicate with the Practice online without the need to visit the Surgery or ring on the phone. The Carer can act on behalf of the patient and ask for help about a non-emergency medical problem or for general advice from other members of the Practice team. The Carer does not need to be registered at the Practice themselves to sign up as an Engage Consult Account Holder. The patient does not need to be with them when they make the request. This can be hugely beneficial for carers and family members who live apart from the person they care for.

Once registered as an Engage Consult Account Holder, the Carer can make a request on behalf of the patient at any time of day. If the request is sent within the Practice's "Same day response times", the Practice will usually respond on the same day. The request can be sent from a mobile phone, tablet or computer.

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

The Engage Consult service is easy to use. This Guide will explain the steps you need to take to use it on behalf of the person you are caring for.

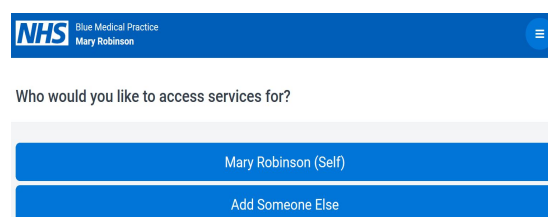
Before you can send a message to the Practice you will need to sign up as an Engage Consult Account Holder. Go to the patient's GP Practice website and click on the Online Consultation banner or the Engage Consult logo. Follow the instructions to sign up using your own details. When completed, sign out. There is a guide on the Practice website if you need further help.

How to add the person you care for to your

Engage Consult account.

1. Go to the patient's GP Practice website and logon to the Engage Consult Online Consultation Service with the Username and Password you have already set up.

2. When asked "Who would you like to access services for" click on "Add Someone Else".
In the example, Mary Robinson is accessing services for someone else.



The screenshot shows the NHS Blue Medical Practice interface for Mary Robinson. The question "Who would you like to access services for?" is displayed above two blue buttons: "Mary Robinson (Self)" and "Add Someone Else".

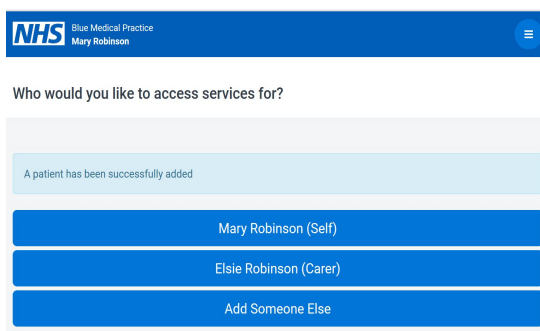
3. Enter the patient's details. Working through the next 3 screens add their name, date of birth and gender. The Practice uses the patient's details to verify them against their medical records.

Please ensure these details are correct, do not use nicknames or abbreviations.

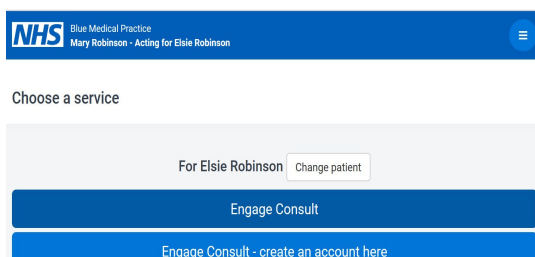
4. When asked “What is your relationship to the patient” you are signing up as a carer. Please note that the Practice will only respond to a request that you make for the patient if all the necessary consent procedures have been completed to allow you to act on the patient’s behalf.
5. The patient has now been added to your account so that you can act on their behalf. In future you will see their name underneath yours when asked the question “Who would you like to access services for”.

How to send a message on behalf of the person you are caring for.

1. Login to Engage Consult with your Username and Password.
2. When asked “Who would you like to access services for” click on the name of the person you are caring for. In the example, Mary Robinson is the carer for Elsie Robinson.



3. Choose the service you want to access on behalf of the patient.



4. Complete the questions to either send in an administrative query or to send in a medical request. The “Same day response times” for the Practice can be viewed here. A request can be sent at any time of day, but the Practice will respond within a set “Same day response time”. If your message is sent before this cut off time, you will usually get a reply by the end of the day. If your message is sent after this time you may not get a reply until the next working day.
5. Continue to answer the questions as instructed. You will have the opportunity to save or print your message or medical report before you send it.

If you need help to send a request please see the leaflet:

“Patient Guide No 2 - How to send a message to your GP Practice using Engage Consult”.

How to read the reply from the Practice

When the Practice sends a reply to your request, you will get a message in your email inbox to let you know that the reply is waiting in your Engage Consult account.

Go to the Practice website and login to your Engage Consult account. You will find your message from the Practice in your inbox by clicking on the 3 small white lines in the top right corner of the blue bar. You are able to reply to this message, but only once.

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