

## Step by Step guide on how to use eConsult

If you're feeling unwell or have a request for the practice, complete an eConsult

- 1.To make an eConsult, click the link on the North Somerset Mendip Vale Website: **bri.mendipvale.nhs.uk**
- 2. Select the relevant section for your request. There are 4 forms to choose from.



3. If you select a clinical request you'll be asked to select a condition or symptom you wish seen.

Before you proceed to complete an eConsult, a notification may pop up asking you to consider other ways to get help. We encourage all patients to consider other form of help before requesting a routine appointment if possible.

Click 'I still want to contact my GP practice' to continue.

Before you contact your practice you considered other ways to ge	e, have t
Find and consult a pharmacist Pharmacists can prescribe medication and can often see you the same day	>
Get NHS self-help advice	>

4. You'll need to confirm the conditions of the form. Click 'I have read and accept the privacy

## notice' to continue.

Don't use this service in an emergency. Call 999 or find an A&E instead.

Use this form to contact your GP practice by answering a series of questions.

If your answers suggest urgent symptoms, we may tell you to contact another NHS service.

Don't use this form when outside the UK, as your practice won't be able to help.

To first check if GP help is right for you, use NHS 111 Online.



This form uses screen animation. Turn off animation





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5. Confirm whether the form being completed is for yourself, for a child under 18 or for someone else. Depending on which form you've selected, answer the following questions until you reach the login section

/ho are you submitting this request for	?
For myself	
For a child under 18	1
For someone else	

6. If you have an NHS login, you can use it to sign into eConsult, this will save time answering a few questions later on. Please note, NHS login is different from EMIS PatientAccess login.

If you don't have an NHS login, continue without it by clicking 'Continue without logging in'



7. Continue to answer the questions throughout the form. Your eConsult will have been submitted when you reach this page:

What happens next?
We have emailed you a confirmation of your request.
The practice will aim to respond before 6:30PM on Tuesday, 15th of August.



8. The practice will be in touch with you within 3 working days to discuss the next steps.

Please note, if you wish to make a nurse appointment, please call the surgery as normal. Ordering of repeat prescriptions cannot be made via eConsult. Please use the NHS app or contact the pharmacy team to make your request.

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