



**Flixton Road
Medical Centre**

ASKMYGP

From October 2021, changes to practice contracts came into effect. Practices are now required to “offer and promote” to their patients the following:

- An online consultation tool.
- A video consultation tool
- A secure electronic communication method
- An online facility to provide and update personal or contact information.

The practice chose to purchase AskMyGP as their online consultation tool.

AskMyGP enables patients to submit their request for medical assistance without having to wait on the telephone for one of the practice reception team.

However, the practice is conscious that not all patients have the technology to use AskMyGP, or simply prefer not to, which is why patients can still telephone if they so wish.

To ensure all patients are treated fairly, every request – whether online, by phone or by face to face – are added to AskMyGP where they are all triaged and allocated an appointment according to clinical need.

The practice has chosen to have AskMyGP open from 8am until 3pm to ensure that no emergency requests are received electronically. Instead, patients are asked to telephone the practice where reception staff will add the request on their behalf and “worsening advice” guidance provided, as appropriate.