

# Sending an online request to your GP practice



**Easy  
Read**

# Easy Read



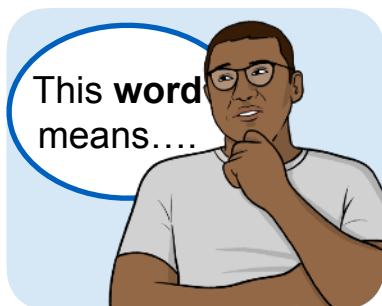
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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You can fill in a quick survey to say what you think about this Easy Read booklet:  
[www.easy-read-online.co.uk/easy-read-feedback-survey](http://www.easy-read-online.co.uk/easy-read-feedback-survey)

# Using Accurx to contact your GP practice



**Accurx** is a company that helps GP practices talk to patients online.



The NHS says their system is safe to use.



You can use Accurx on any device that is connected to the internet, like a computer, tablet or mobile phone.

You can use Accurx to ask for:



- Help with things like getting a **sick note** or a **repeat prescription**.

A **sick note** is a note from your doctor saying that you are too ill to work.

A **repeat prescription** is the list of medicines a doctor says you need.



- Help with a medical problem.



- Health advice.



You can also use Accurx for someone else, like a child or someone you care for.



You should not use Accurx for serious problems.

Instead, you should:



- Call 999 in an emergency, or



- Contact your GP practice to request an appointment or call 111.

# How to get started with Accurx



1. Go to your GP practice website.



2. Look for a link or button that says something like **Submit a request**, **Online Consultation**, or **Contact your GP online**.

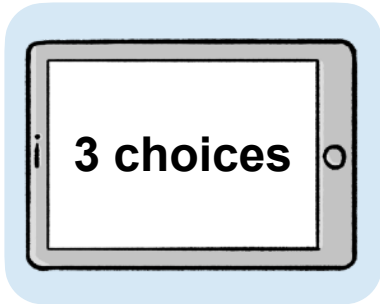


You might see the Accurx logo.



If you cannot find the link, call your GP practice to ask for help.

# Choices on Accurx



You have 3 choices on Accurx.

## Choice 1:

### I have an admin query

Use this to ask for things like:



- A doctor's note.



- A sick (fit) note. This tells your employer that you are too ill to work.

Use this to ask for things like:



- An update about a health service your doctor said you should use.



- Getting your repeat prescription.



- Test results.



- Any other non-medical questions.

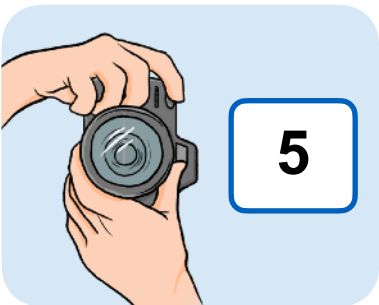
## Choice 2:

# I want help with a medical issue

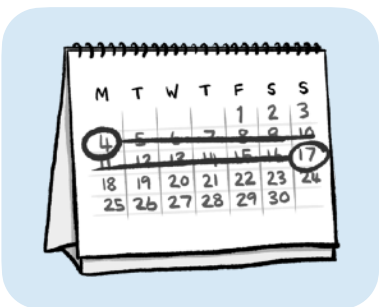


Use this choice if you feel unwell or have a health concern.

You will be asked:

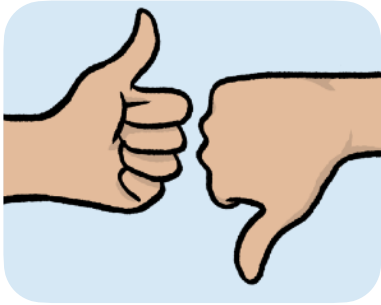


- What the problem is.  
You can send us up to 5 photos of what is wrong.



- How long you have had the problem.

You will be asked:



- If the problem is getting better or worse.



- What you are worried about.  
You can choose not to answer this question.



- How you want the GP practice to help.



- If there are any times when you cannot talk to the GP practice about the problem.

You can choose not to answer this question.

## Choice 3:

### I want to see online advice



Clicking on this will take you to the NHS website for health information.

You will be asked:



- About any serious health worries you have. If you have any, you will be told to call 999 or 111.



- For your personal details, like your name and phone number.



- To prove you are who you say you are. To do this, you will get a text message with a code to type into the website.

# Things to check before you send your request

You should check:



- You are sending the form to the right GP practice.



- Your details are correct.



- You have chosen how you want to be contacted, like by phone or text message.



After you have checked your request, you should click **Submit Request**.

# What happens next



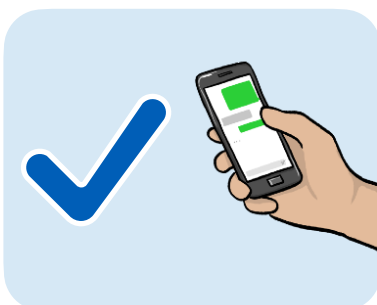
You will see a message on the website saying your request was sent.



You will get a **Reference ID**.  
You should write this down in case you need to share it with us later.



If you are helping someone else to send the request, you can ask to get a text message to say the request was sent.



If you give a phone number for the person you are helping, they will get a text message too.

# Looking at past messages



You can use NHS Login to see past messages from your GP practice or hospital.



If you need help with this, please go to this website:

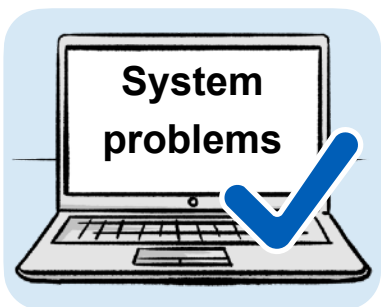
<https://help.login.nhs.uk>

# Need help?



If the form does not work, you can go to the Accurx Help Centre website:

<https://support accurx.com>



Accurx can help with problems to do with their system, but not questions about your health.

# NHS App



You can also use the NHS App to ask for help.



You can find out more about how to do this on the NHS website:

<https://digital.nhs.uk/services/nhs-app/toolkit>

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