

# About eConsult

A safe and easy way  
to contact your GP  
practice online



Easy  
Read

# Easy Read



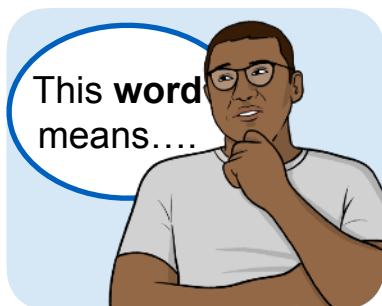
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



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 eConsult to contact your GP practice



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



The NHS says their system is safe to use.



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

You can use eConsult to ask for:



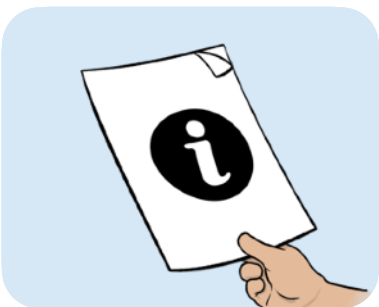
- Help with health problems for yourself or someone you care for.



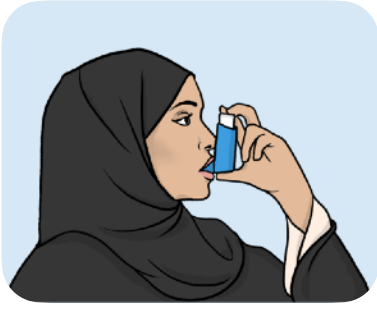
- Help for your child.



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



- NHS advice.



You can use eConsult to tell your GP practice about your long-term condition, like asthma or diabetes.



You should not use eConsult 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 eConsult



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**.

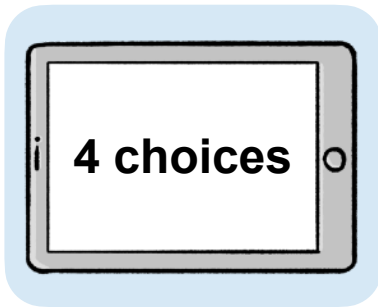


You might see the eConsult logo.



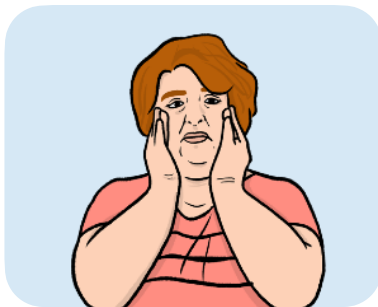
If you cannot find the link, call your GP practice to ask for help.

# Choices on eConsult



You have 4 choices on eConsult.

## Choice 1: I want help with an adult health problem (16+)



Use this if you feel unwell or you are worried about your health.



If you are using this choice for someone else, you need to be:

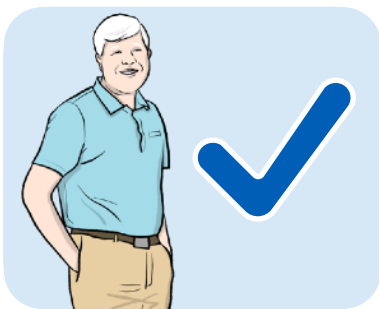
- Over 16 years old, and
- Registered at the same GP practice as them.



If you are using this choice for someone else, you will be asked:



- The person's date of birth and if they are male or female.



- To confirm that the questions you are answering are about the person you are helping.



- To confirm that the person does not have any serious health problems.



If they need to be seen on the same day, you need to phone or go to the GP practice.

## Choice 2: I want help with a child's health problem (for children aged 6 months to 16 years).

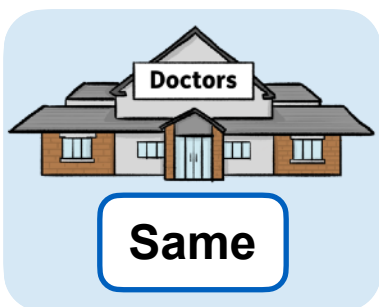


Use this if your child feels unwell or if you are worried about their health.

You must be:

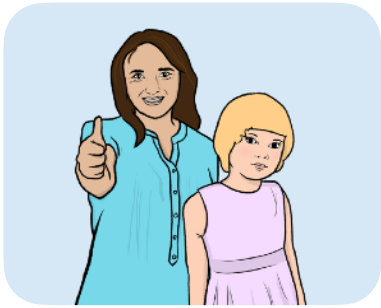
- The child's **legal guardian**.

A **legal guardian** is the person or people who are legally in charge of looking after a child.



- Registered at the same GP practice as the child.

You will be asked:



- How you are related to the child, like if you are a parent or carer.



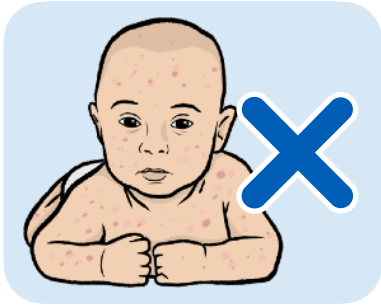
- The child's date of birth and if they are male or female.



- To confirm that the child does not have any serious health problems.



If they need to be seen on the same day, you need to phone or go to the GP practice.



For safety reasons, eConsult cannot be used for babies under 6 months old.



You need to call or go to the GP practice if you need help with a baby under 6 months old.

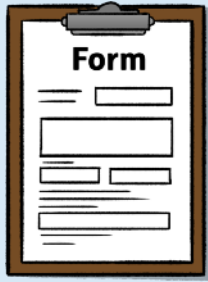
## **Choice 3: I want administrative help**



Use this to ask for help with things like sick (fit) notes, test results or GP letters.



You do not need a doctor's note to say you cannot work for the first 7 days you are ill.



You can fill in a form to tell your employer you are ill, called an **SC2 form**.



You can find the **SC2 form** on this website:

[www.gov.uk/guidance/ask-your-employer-for-statutory-sick-pay](http://www.gov.uk/guidance/ask-your-employer-for-statutory-sick-pay)



For more information about sick (fit) notes, please go to this website:

[www.gov.uk/government/publications/the-fit-note-a-guide-for-patients-and-employees/the-fit-note-guidance-for-patients-and-employees](http://www.gov.uk/government/publications/the-fit-note-a-guide-for-patients-and-employees/the-fit-note-guidance-for-patients-and-employees)

## **Choice 4: I want to submit a long-term condition review**

Please do this



Only choose this if your GP practice has asked you to.

# NHS Login



You can use NHS Login to save you time.



It means you do not need to type out your name, email and phone number when you log in to eConsult.



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

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

# 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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