

Contacting your GP practice online



**Easy
Read**

Easy Read



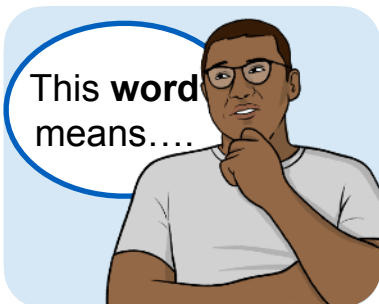
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



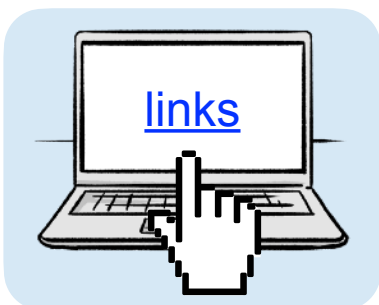
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



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.

What is in this booklet

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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

Using Online Consultation



Online Consultation is an online system you can use to contact your GP practice.



The NHS says it is safe to use.



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

You can use Online Consultation to ask for:



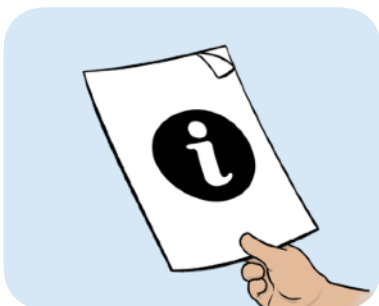
- Help with things like getting a **sick note** or a **repeat prescription**.

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 Online Consultation for someone else, like a child or someone you care for.



You should not use Online Consultation 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 use Online Consultation



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**.



3. Choose the type of help you need.



4. Fill in a form with your contact details and what you need help with.

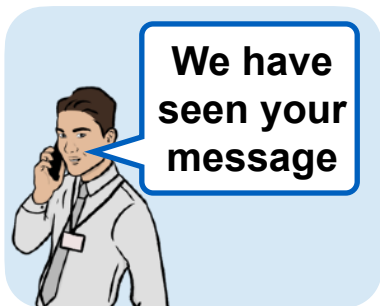


5. Click **Submit** to send it to your GP practice.

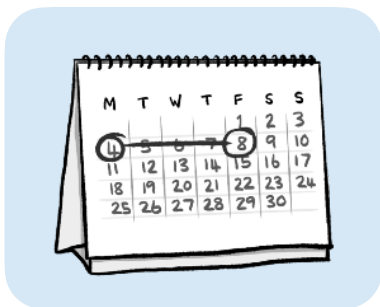
What happens next



If you use Online Consultation while your GP practice is still open, they will contact you on the same day.



They will tell you that they have seen your message.



They might work on what you have asked for over the next few days.

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:

www.digital.nhs.uk/services/nhs-app/toolkit

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