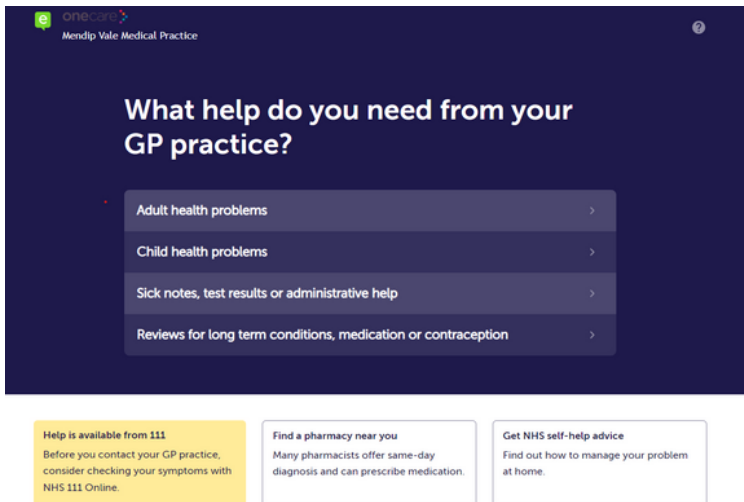


Step by Step guide on how to use eConsult

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:
ns.mendipvale.nhs.uk

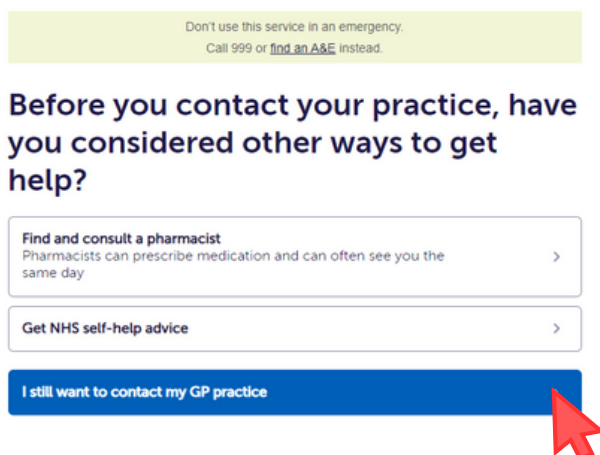
2. Select the relevant section for your request. There are 4 forms to choose from.



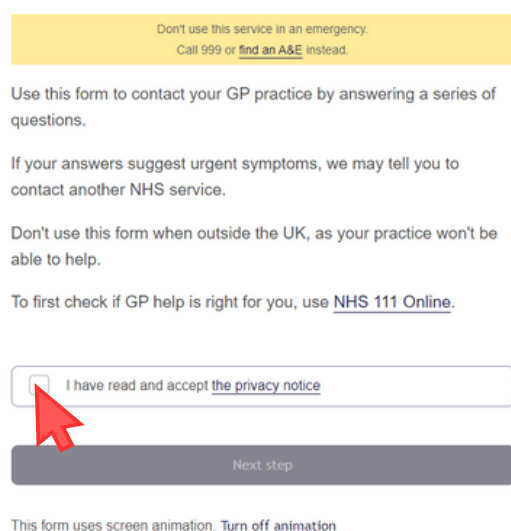
3. If you select a clinical request you'll be asked to select a condition or symptom you wish seen.

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.



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



Step by Step guide on how to use eConsult

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

Who are you submitting this request for?



For myself

For a child under 18

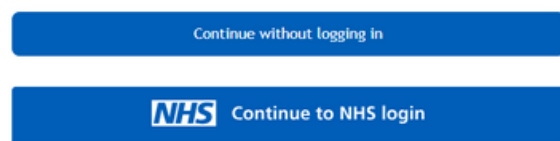
For someone else

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'

If you have an NHS login, use it now and save time on filling in some details.

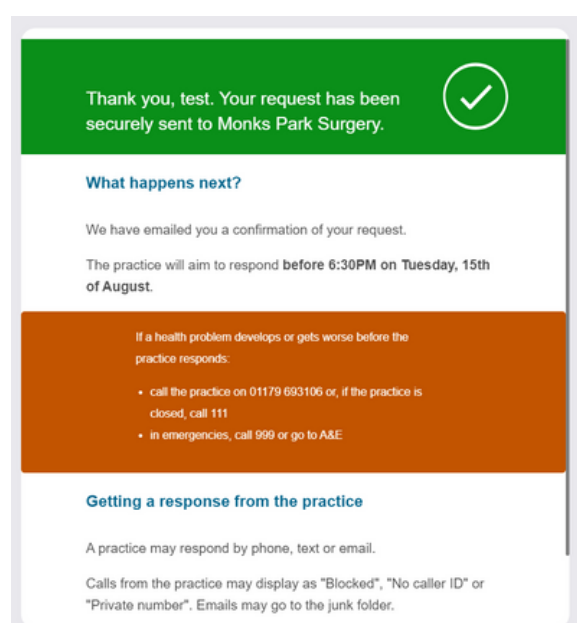
- NHS login is the same login you use for the NHS app. It's different from EMIS PatientAccess login.
- If you don't already have an NHS login, continue without it. We'll give you the option to register for one after you submit your request.



Continue without logging in

NHS Continue to NHS login

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



Thank you, test. Your request has been securely sent to Monks Park Surgery. ✓

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.

If a health problem develops or gets worse before the practice responds:

- call the practice on 01179 693106 or, if the practice is closed, call 111
- in emergencies, call 999 or go to A&E

Getting a response from the practice

A practice may respond by phone, text or email.

Calls from the practice may display as "Blocked", "No caller ID" or "Private number". Emails may go to the junk folder.

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.