



Who are accuRx?

accuRx are a technology company, who build software for GPs, hospitals and other healthcare providers to help you communicate with each other.

What is an online consultation?

Online Consultations mean that you can contact your GP at any time of day about a medical or administrative issue. You answer a few short questions on the GP practice website, and you will get a response within the time stated on the form.

The screenshot shows the top section of an NHS online consultation form. At the top left is the NHS logo. To its right, the practice name 'Demo Practice' is displayed in a large font, with the address '123 Demo Street, Demoville, D3 M0' below it. A red box highlights the practice name and address. A red arrow points from the text 'Your own practice's name and address will appear here' to this box. Below the header is a yellow warning box with a triangle icon. It contains the text: 'This will be read by a member of the team within 2 working days'. A red arrow points from the text 'This shows how long it will take for your practice to get back to you' to the underlined '2 working days'. Below the warning box is the question 'What would you like help with?' followed by three selectable options, each with an icon: 'I have an admin query' (document icon), 'I want help for a medical issue' (stethoscope icon), and 'I want to see online advice' (information icon).

You can read more about online consultations and the benefits of using them by [clicking here](#).

What should I use this form for?

You can use this form for anything you would usually contact your GP for: medical issues you want to discuss with a doctor or nurse, repeat prescriptions, or admin issues like getting a sick (fit) note or an update on test results. Please do not use this form for anything you need a response for more urgently than the timeframe given on the form. If you think you need help before then, you should call your practice. If you need urgent help, call 111 or 999. You can find more information about when to call 999 by [clicking here](#).

What questions will you ask me?

You'll be asked questions either about your medical or admin query, and then for some contact details. If you have a medical query, you'll be asked to describe it, how long it's been going on for, and what you're worried about. For admin, you can choose from asking about test results, repeat prescriptions, fit/sick notes, referrals, a doctor's letter, or something else. You will be asked for your contact details so that your GP can find your record on their system, and make sure they're giving you the best advice, based on your history. You can see a walkthrough of both the medical and admin questions by [clicking here](#).

What details do I need to be able to fill in the form?

You'll be asked for your name, date of birth, postcode, gender, and your contact number. If you have your mobile phone to hand, then you can choose to receive a code via text message to enter into the website. This allows the staff at your practice to locate your record faster.



How long will the form take to complete?

The form should only take a few minutes to complete. If you have any issues or can't fill the form out, please contact your GP practice and they'll be able to help you complete your request.

Why has this been introduced?

Because of COVID-19, GP practices in England have been told that they need to move to a 'total triage' model. This means that no one can just walk into the practice to be seen, and that all requests need to be 'triaged' first, to minimize risk of infection to staff and patients.

What benefits are there to using online consultations?

- Easy to access - it should only take a couple of minutes to fill out your information
- No waiting on hold on the phone
- Your request will be seen by the right person
- 24 hour access to the form - send your request over whenever you need it, rather than when the phone lines are open
- Those who need appointments will be a priority, rather than those who get through on the phone first
- No unnecessary appointments: your GP might be able to help more quickly and easily, for example with a phone call, or by referring you directly to the service you need, such as physiotherapy

How long does it take to get a response?

The form will tell you how long it could take to get a response from your GP practice. For example, the form may say *"This will be read by a member of the team within 2 working days"*. Working days means Monday to Friday. Therefore, if you fill out the form on a Friday afternoon and the timeframe for your practice is 2 working days then you won't get a response from your GP until the following Tuesday. You shouldn't use the form if you think you need help before the timeframe that's given, you should call your practice. If you need urgent help, call 111 or 999. You can find more information about when to call 999 by [clicking here](#).



What happens to my data?

Any information that you've entered may be saved to your GP's medical record. Any data processed is fully encrypted and hosted on secure servers in London, following best practice guidance from NHS Digital and the UK National Cyber Security Centre.

How do I know that this is secure?

AccuRx are an [NHS Digital approved supplier](#) and have completed NHS [Data Security and Protection Toolkit](#) assurance (under NHS ODS code 8JT17). AccuRx also has both the Cyber Essentials and [Cyber Essentials Plus](#) certification. AccuRx is trusted by over 6,300 practices, 130,000 NHS staff members and 9 million patients. More information about the data we collect and process about our users can be found in our [privacy policy](#).