



# Forest Health Group and askmyGP

## Our guidance sheet



[www.foresthealthgroup.co.uk/askmygp/](http://www.foresthealthgroup.co.uk/askmygp/)

### What is askmyGP?

This is a new way to communicate with your GP online. This is done through a secure online account, accessed via our website.

All of our patients can ask questions directly to our clinical team. All requests are reviewed by a Doctor on the same day.

### Why do we use askmyGP?

We feel it has enhanced the way we communicate with our patients. We hope that by using askmyGP you get a quicker and better level care with good continuity along the way.

Our doctors and clinical team act on your request rather relying on our clerical team to do this, hopefully resulting in improved care for you while avoiding long waits on the phone or having to visit the practice during the **Covid-19 pandemic!**

### How do I use askmyGP?

For first time users you will need to set-up an account online, this will only take a few clicks (see below for a step-by-step guide).

After this, you can post a request to our team and usually within a couple of hours our team will respond to you.

Depending on your query, the Doctor may respond with:

- An answer to solve your query
- A request for more information – you can then respond using askmyGP.
- A request to share a photo or document, if appropriate.
- An appointment for you (telephone or face-to-face)

### What can I use askmyGP for?

Anything you would normally expect from your GP practice.

This can be anything from new symptoms to follow-ups; medication reviews to health checks and vaccination appointments to Fit note requests.

Unfortunately, we are not able to deal with emergencies via askmyGP. All emergencies should go via NHS 111 or 999.



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### **When can I expect a response to my request on askmyGP?**

Our average time to for us to respond to an askmyGP request is less than 10 minutes and the average time to completion of the request is 2-hours.

More urgent requests will be prioritised so please kindly be patient with our team while they work on your response.

The amount of askmyGP requests vary according to the day of the week. In a typical week, we expect to receive approximately 420 requests on a Monday with the amount of requests gradually decreasing to an average of 220 on a Friday.

In approximately 40% of askmyGP requests we can sort the query by messaging you on askmyGP. By having access to askmyGP it has allowed us to adapt more quickly to the Covid-19 Pandemic and continue providing care for our patients.

### **What if I cannot access askmyGP?**

Appointments can be requested over the telephone as they always have.

Approximately 15% of our patient requests are still taken via telephone

At present, due to the **Covid -19 Pandemic** we are not able to organise appointments if you attend the practice in person. All appointments must be organised via the telephone or askmyGP.

### **Can I request a face-to-face appointment on askmyGP?**

Yes, but due to the **Covid-19 pandemic** we are limited to the amount of these appointments we have, so we prioritise these according to what the doctors believe is appropriate.

With the resolution of the pandemic we hope we will transition back towards more face-to-face appointments.

We are always learning and we would appreciate your feedback your via the link [www.foresthealthgroup.co.uk/nhs-friends-and-family-test/](http://www.foresthealthgroup.co.uk/nhs-friends-and-family-test/)



## How to register for askmyGP Start at [www.foresthealthgroup.co.uk](http://www.foresthealthgroup.co.uk)



1. Start by clicking on the askmyGP logo to the left of the homepage



Forest Health Group  
CQC Inspected and Rated  
Requires Improvement

2. Click 'Enter AskmyGP'

### Forest Health Group Bracknell

#### AskmyGP

- ▶ 1) Patients can submit during normal opening hours, but should use 111 after normal opening hours, 999 in any life threatening emergency.
- ▶ 2) Urgent enquiries that have not been responded to within 2 hours or that are deteriorating should call NHS 111 or 999 as appropriate.
- ▶ 3) We aim to respond to all requests within 2 hours however during times of peak demand it may take longer.
- ▶ 4) Please provide as much information as possible with your request. This will help us to ensure you receive the most effective and expedient response.
- ▶ 5) If you are submitting an urgent request, please be aware that in order to see all urgent cases daily we may not be able to offer you a choice in appointment time.
- ▶ 6) If you are submitting a routine request please provide us with as much information about your availability as possible, this will help us to offer you an appropriate appointment time. Appointments after 5pm are limited so please bare this in mind.

Enter AskmyGP

Sainsbury's Bagshot Road is currently open.

### Welcome to askmyGP

Get help from your practice on any matter. We respond in working hours.

50 characters left. You may add more detail later.

NHS self help

Login to consult your GP

Do not use in emergency - NHS advice here

NHS advice on Coronavirus (COVID-19)

Our service times

When is your GP working?

3. Enter a 'Problem' and then click 'Login to consult your GP'. There will be more space later to add detail.

4. For new users click 'Sign up as a new user'  
For 'existing users' login using your details

### Do you have an askmyGP login?

This is not the same as other GP online services you may use.  
Patients must be registered at Forest Health Group

Sign up as a new user

Login existing user

### Sign up to askmyGP

You can do it here and now. Your email address may be used only once.

First Name(s) \*

Surname \*

Phone Number \*

Alternative Phone Number

Postcode \*

Email \*

Password \*

Please accept The end-user licence agreement

Confirm

5. Enter your personal details and a new password before clicking 'Confirm'



## How to register for askmyGP

6. Click through the following pages by entering necessary details as you go. This can be for yourself (Patient) or for somebody else, if you are that persons' Parent or Carer.

The initial pages only allow for a small amount of detail. There's a chance later on to provide more details if needed.

I am asking as a ...

Patient

Parent or Carer

Mike harrison wrote:

Is this about a:

New medical problem

Is this about a:

New medical problem

Existing problem

Medication query

Any other question

Cancel

Your request in a few words. There is space for more next.

Next

Back

50 characters remaining

My details

Date of birth

Day: DD, Month: MM, Year: YYYY

Gender

Male

Female

Unspecified

Save

Who would you like help from?

Anyone

Someone by name

Back

How long have you had this problem?

Next

Back

30 characters remaining

How would you like us to resolve your request?

Email message

Telephone

Video

Face to face appointment

Back

When would you like us to call?

As soon as possible

Any time, not urgent

I need to explain my availability

Back

7. After completing the slides above you will be taken to the 'Discussion page' which is between yourself and the member of staff (next page).



## How to register for askmyGP

Forest Health Group wrote: 12/01/2021 16:28

Thank you, service is now open and we will respond as soon as possible. Please look for any emails from no-reply@askmygp.uk.

Sarah Lewandowski wrote: 12/01/2021 16:31

How can I help????

Sarah Lewandowski wrote: 12/01/2021 16:31

If you wish to reply, please do so as soon as possible. Open until 13/01/2021 10:00.



2048 characters remaining

8. The Discussion page – please type any further details here and/or attach any relevant images or documents from your computer or smartphone.

The Doctor may also ask questions to help gather more information. You can respond by typing in the text box.

There may be some time between responses so you can leave the page and come back later.

You will get an alert to your email when there is a response.

Attach photos or documents here

9. The Response Alert – you will receive an email notification like this. By clicking on the 'See message' link you will be brought directly back to the Discussion page.

Alternatively, you can log back into your askmyGP account to check on the Discussion page.

