econsult

A New, Easier Way to Contact Your GP Practice

STARTING FROM 15TH SEPTEMBER 2025



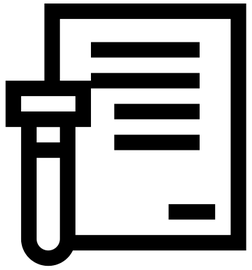
Get Medical Advice



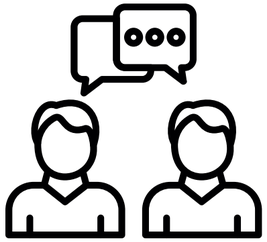
Request sick or fit notes



Request medication advice



Ask for test results or letters



Follow up on a previous issue



Get help with admin or forms

Visit https://watlingmedicalcentre.com/ or scan the QR code

Submit your request during practice hours – we'll get back to you by the next working day.

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Important Patient Update Regarding Appointment System: Doctor-Led eConsult Total Triage Effective from Monday 15th September 2025

What's Changing?

In line with national NHS guidance and to ensure fair and equitable access for all patients, Watling Medical Centre is moving to a Doctor-Led Total Triage system for all GP appointments, effective Monday 15th September 2025.
From this date, all clinical requests must be submitted via eConsult.
Each request will be reviewed by a GP, who will ensure that you are directed to the most appropriate healthcare professional for your need, in a timely and effective way.
The guidance below is to help you get ready for this new system

💻 Using eConsult – Fast, Simple Access to Your GP Team

We encourage all patients to submit clinical requests through eConsult, which will be available from 8:00am daily via:
WATLING MEDICAL CENTRE Website (www.watlingmedicalcentre.com)

📱 Or directly through the NHS App (Download here)

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Benefits of eConsult:

- No need to phone at 8:30am – avoid the phone queue and submit requests online every weekday from 8:00am onwards at your convenience.
- Complete from your phone, tablet, or computer – at home or on the go.
- Submit on behalf of yourself, your child, or another family member (with their consent).
- Every eConsult is triaged by a GP, who will ensure you are directed to the right clinician or service.

For patients without digital access:

If you are unable to complete an eConsult yourself and do not have a family member who can assist you: Please call the surgery, and our trained reception team will go through the eConsult questions with you over the phone and submit the econsult on your behalf.

How Do I Access eConsult?

1. Download the NHS app: https://www.nhs.uk/nhs-app/
2. Visit: https://www.watlingmedicalcentre.com/
3. Visit: https://watlingmedicalcentre.webgp.com/
4. Scan QR Code.

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👴⚕️👧⚕️ How will we help you?

Each eConsult is reviewed by a GP, appointment ensuring you're consulted by the most appropriate clinician in a timely manner. You will then:

- Get booked for a face-to-face appointment, or a telephone consultation, or
- Be sent written medical advice via email or text, or
- Where appropriate have new or acute prescriptions issued direct to your nominated chemist, or have tests or specialist referrals arranged

A member of staff will be in touch to arrange further steps/.

While GPs remain the largest clinical group within our team, depending on your clinical need, your care may be provided by a range of highly skilled healthcare professionals within the practice which include:

- Advanced Nurse Practitioners
- Practice Nurses
- Clinical Pharmacists
- Mental Health Support Worker
- Dietitian
- Physiotherapist
- Social Prescribers

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🔄 Appointments You Can Still Book Directly

You do not need to complete an eConsult for nurse and pharmacist appointments for the following services. These appointments can be booked directly via reception:

- Annual Medication reviews for long-term conditions such as:
  - Asthma, COPD, Diabetes check, High blood pressure, High cholesterol
- NHS Healthchecks
- Cervical smear tests and contraception reviews
- All vaccinations (including flu, COVID-19, childhood immunisations, etc.)

Still Unsure?

That’s okay! Change takes time, and we’re here to help. Our reception team is happy to guide you through the process, whether online or over the phone.

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📲 Why Every Patient Should Download the NHS App

We strongly recommend downloading the NHS App on your phone or tablet.

Key Benefits of the NHS App:

- View GP organised test results, including blood, urine, stool, and X-ray reports, along with your GP's comments.
- Access your medical record, including hospital letters with contact details of your specialists to chase follow-ups or results for hospital-arranged tests.
- Request repeat prescriptions easily.
- Submit eConsults directly through the app.
- Track hospital referrals and waiting list information.

📥 Download the NHS App

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💊 Your local NHS Pharmacy First – Quick Help from Qualified Pharmacists

We work closely with local community pharmacies through the Pharmacy First service who offer direct support for minor illnesses to our patients, without the need to see a GP. This allows us to free up capacity to support you when you have more complex needs. You can go directly to a participating pharmacy for:

- Earache (ages 1–17)
- Sore throat (ages 5+)
- Sinusitis (ages 12+)
- Impetigo (ages 1+)
- Infected insect bites (ages 1+)
- Shingles (ages 18+)
- Urinary Tract Symptoms (ages 16–64)

Pharmacists are trained to assess and treat these conditions. If your eConsult suggests your condition is suitable, the triaging GP may signpost you to Pharmacy First for quicker access to care. To find a participating Pharmacy First near you, please visit:
https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy

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When should I use the NHS App vs eConsult?

Use eConsult when you need to:

Get new medical advice or care
Follow up on abnormal test results or ongoing symptoms
Get admin help (e.g., fit note request)
Request medication changes
Get help for someone else (child or relative)

Use the NHS App when you want to:

View test results
Order repeat medications
View GP records or notes
Check referral status or hospital letters
Access contact details to chase referrals/tests

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In Summary

- From 15th September 2025, all clinical requests for GP appointments will go through doctor-led eConsult triage.
- You will be directed to the right clinician or service, based on clinical need.
- You can still book certain nurse and pharmacist appointments directly (e.g., smear tests, long-term condition reviews, vaccinations).
- Download and use the NHS App for test results, medical records, prescriptions, and hospital letters.
- Use Pharmacy First for fast treatment of minor illnesses.
- Reception is available to help you complete an eConsult over the phone if needed.

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Feedback

We are committed to delivering high-quality care that is fair, efficient, and responsive to your needs.
The new Doctor-Led Triage system will be reviewed regularly, and your feedback is invaluable to us.

Please share your experiences – both positive and constructive – with our team, so we can continue to improve and provide high quality care.

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Final Note

We understand that changes in how you access care can take time to adjust to.

We appreciate your patience, support, and trust as we move towards a more modern, fair, and efficient system that benefits all patients.

Thank you for working with us to make access to care at Watling Medical Centre fairer for everyone.

Watling Medical Centre

🌐 www.watlingmedicalcentre.com

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