

From 8 January 2024 we will be offering more requests for services using our online consultation service Klinik.

You will be asked to request appointments for the following.

- Blood Tests
- Cervical Smears
- NHS Health Checks
- Childhood Vaccinations
- Travel Immunisations
- Coils & Implants
- Injections
- Wound dressings
- Stitch & clip removal

We will also be asking patients who we have invited to attend their reviews for Long Term Conditions to request the appointment using Klinik.

If you have access to a computer or tablet, you can go to our website and Click the “Contact us online” heading on the left-hand side of the home page. Please then click on the box for the service you need to request. For patients who don’t have any online access you can still call or visit the surgery however please be aware our call handlers will take you through the same process to request an appointment.

We will be moving to a full online consultation service on 5 February 2024 so for patients who have online access we will be asking them to request most services including all appointments using our online tool. This will mean you can go to our website from 7.00 am rather than ringing the surgery at 8.00 am. We are still here to support patients who don’t have online access and will take them through the same process over the phone or face to face.

Do I need any login or credentials for using the service? Do I need to register to be able to use the service?

The best way to use the service is to register for the NHS login and this will ensure your details are validated and pre-populated in the final personal information page. This will also assist your practice when dealing with your enquiry.

For more advice on the service and how to use it please select the link below.

<https://www.nhs.uk/nhs-services/online-services/nhs-login/>

However, you can also access the service without registration. Accessing the service via this method uses a highly secure one-direction communications connection.

More updates will follow nearer the time.

Please read the information below to find out more about the service.

What is Klinik Access?

Klinik Access is an online consultation service and appointment solution for GP practices. It makes it possible to contact a GP practice online through a GP practice website. The service accelerates and streamlines the use of services, care pathways and referral to treatment.

Patients can provide information about their symptoms, medical history, and other relevant details. Klinik Access then uses this information to assess the urgency of the enquiry and provide an immediate response. Patients can also make other administration enquiries such as request a sick note or a repeat prescription.

Why does my practice use Klinik?

Klinik Access is designed to help GP practices to improve the efficiency of their triage process by providing an immediate assessment of the urgency of patient enquiries, Klinik Access can help to ensure that patients are seen by the right healthcare professional as quickly as possible. Klinik Access can also help to reduce the number of unnecessary appointments, freeing up GPs' time to see more patients.

Klinik Access is used by over 1,000 GP practices in the UK.

Here are some of the benefits of using Klinik Access:

1. Improved patient experience: Patients can submit their medical queries online. They will then receive updates from their GP practice.
2. Increased efficiency: Klinik Access can help GP practices to reduce the time spent on triage. This frees up GPs' time to see more patients.
3. Reduced costs: Klinik Access can help GP practices to reduce the number of unnecessary appointments. This can save money in the long run.
4. Improved clinical outcomes: Klinik Access can help GP practices to identify patients who need urgent care more quickly. This can lead to improved clinical outcomes.
5. Easy-to-use online interface: Klinik Access is an easy-to-use online service. It works on all your devices – your phone, tablet, laptop or desktop computer and you do not need any login details. Klinik has a great user experience – 90% of users rate the online service as good or excellent.
6. Reduces waiting times: Klinik Access online service reduces waiting times and gives you faster access to the right treatment. Klinik directs patient cases to the right point of care and ensures that those who need care first are dealt with first.
7. Safe and secure: Klinik Access ensures that patients are safely directed to the right point of care at the right time. Klinik is a CE-marked medical device, Cyber Essentials accredited and in line with NHS standard requirements for digital technology.

Where do I find the service?

You can find the service on your GP practice website. Click the “Contact us online” heading on the left-hand side of the home page. Please then click on the box for the service you need to request.

Can the service also be used with tablets and smartphones?

Yes, you can use the service with a computer, a smartphone, or a tablet through the GP practice website.

How do I know if the GP or surgery has received my request?

After you click ‘submit’ your enquiry will be sent to your practice. If you provided your email address you will receive an email notification regarding its delivery. When the system has shown the notification “Your request has been sent”, you can be sure that the message has been sent and then simply wait for the GP practice to contact you.

How will I be contacted after I have sent a contact request?

We use a message interface to send and receive text messages. Please be aware that messages will come from an unknown number so please be sure to open such messages. The unknown number is +447491163397.