Dr Victoria Muir's Practice
E-Consultations Guidance for Patients

We are pleased to announce that we will now be offering an electronic consultation service to our patients. This will enable you to request medical advice from a GP via SystmOnline. Your message will be answered within 24 hours by one of our GPs or a receptionist where appropriate. This service is only available Monday – Friday.

This service is not appropriate for everything. The table below gives an indication of appropriate use:

Area	This service is for	This service is NOT for
Test results & Prescriptions	For enquiries about a recent test please allow the following timeframes before you contact us: Blood Tests – 5 working days. All other tests – 7 working days. For conditions that require regular monitoring patients can arrange their regular monitoring via email.	Please DO NOT request repeat medication via this serivce. Please use our standard repeat prescription request system i.e. online, in writing or face to face at reception.
Medication queries	Queries about dose, contraindications with other medications, reviewing medications, minor reactions or general guidance.	If you have a severe reaction to your medication, please telephone reception immediately.
NHS Medical Reports	For queries about a medical certificate or other NHS report.	This is not for queries regarding private insurance requests or other non-NHS services.
Referrals	Messages to the practice for queries regarding any active referrals.	Unfortunately we are unable to process requests for a new referral using this service.

DO NOT USE THIS SERVICE FOR URGENT OR EMERGENCY REQUESTS

Please Note Important Information about keeping your information and records confidential.
By using this form you will be sending information about yourself across the Internet. Whilst every effort is made to keep this information secure, you should be aware that we cannot offer any guarantees of absolute privacy. If this concerns you then you should use another method of consulting with your doctor.

IG Statement:
Patients should be advised that the information transfer is safe by using the secure log in given, and this is transferred by a recognised approved software system called SystmOne. The record made of this email and the associated reply, will be added directly to your own patient record so there is always a record of what you as the patient asked and what the GP replied to your query.

Messaging us

Before using the e-consultation service, please note the following important information:

- Do not use this forum if you need an urgent answer. Phone or come to the practice so that we can deal with the issue quickly.
- All messages sent via this system are automatically saved to your patient record. Please ensure that you only provide information you are happy to be saved in this way.
- When you send us messages, the first person to read them is one of the administration staff. If there is anything you do not want the administration staff to see, please do not put it on the message.
- We will endeavour to reply within 24 hours. In some circumstances this may not be possible in which case we will reply as soon as possible.

Step by step guide to using the email consultation system

1. To use this service, you must be registered for SystmOnline. If you aren't already registered for this, please contact our reception team.

2. Log in to your SystmOnline account using your user name and password details given on registration.

3. On your homepage select "Messages". It will then give you the option to send a message to the Practice.

4. Press submit, once you have submitted your message, it will be sent to one of our doctors to answer. Your question will be responded to within 24 hours.

5. You will receive a bounce back message informing you that your message has been received by the practice.

6. The doctor's reply will be in the messages section of you SystmOnline homepage. If we have a preferred contact method of email or SMS on record for you, a text message or email will be sent to you once the doctor has replied to your enquiry.

7. Log back into your SystmOnline account using your log in details. Here you will see that a reply from the surgery has been received. You are able to reply again to the surgery should you wish.

8. If the doctor feels that s/he needs to speak to you over the telephone or face to face you will be advised.