

## The Wycliffe Medical Practice

### Instructions to Patients who wish to use Engage Consult to request medical advice

Engage Consult offers patients a new way of communicating with their GP Practice - if you sign up for an account you will be able to send us requests about medical issues or raise an administrative query online rather than calling us.

1. Follow the link on the surgery website
2. Sign up (fill in details) or log in (if you already have an account)
3. Who would you like to access services for?- click your name (self)
4. Request help from surgery
5. Read the information, tick in all 3 boxes and press continue
6. Check phone number, if ok press continue
7. Click a medical problem
8. You can advise us which medical professional you feel will be able to help with your problem. Please note, we will ultimately decide which member of staff is most suitable to deal with your query.
9. Click either yes or no depending on whether you need to advise us of your availability
10. Click on the most relevant description of your problem
11. Please answer the questions
12. If you feel the clinician may benefit from pictures or another document, please attach this when asked.
13. If possible please take the time to complete the medical questionnaire in order for us to gain as much information as possible about your problem. You can stop the questionnaire and submit your request at any point. If you do not wish to complete this please press 'no, send my request as it is'.
14. Please check the summary of the information you have given us. If everything is correct please press accept and continue. You have the option to download a report of your request.