

Key Messages for Patients and Carers

These are some key messages that staff can use to promote online consultations to patients when they're talking to them. We'd recommend that you discuss these at team meetings prior to launching Engage Consult.

1. **Engage Consult can help you stay safe while we deal with Covid-19.** By using Engage Consult we can triage you and make sure you only need to visit the practice or another service if it's absolutely necessary. It also helps to keep our staff safer.
2. **Engage Consult is easy to use.** It can be used from a smartphone, tablet or computer that has an internet connection. Ask patients if they shop online because if they do, they can consult online. "If you shop online you can consult online".
3. **Carers can use Engage Consult.** People caring for relatives, care and residential homes can all use Engage Consult on behalf of the people they care for.
4. **Medical consultations are ALWAYS reviewed by an appropriately qualified clinician.**
5. **Only a clinician will make decisions about your care.** Engage Consult gathers information for the clinician to use, just like the clinician would when you see them. Engage Consult doesn't make any decisions about the care you should receive. A fully completed questionnaire is far more useful than a partially completed one.
6. **It's available 24 hours a day, 365 days a year and messages are reviewed every working day.** Patients will get a same day response if they send a message before **Xpm (adjust this for your practice's response window)**. If patients send a message after that the practice will respond the next working day. Patients should only use it to send routine medical problems and admin enquiries.
7. **The system is secure and safe.** It's regularly tested to ensure it stays secure and safe.
8. **If you use Engage Consult then it'll help us to get you the care you need at the earliest opportunity.** This is because when you use the service you provide a lot of information about your problem which our clinical staff can use to decide on the best course of action.
9. **The service can be used for admin enquiries as well.** Patients can ask when their repeat prescription will be ready or ask for a doctor's letter or fit note.
10. **It typically takes a patient 5 – 10 minutes to complete a questionnaire.** Most questionnaires can be completed in 5 – 10 minutes, complex problems, or multiple problems, may take longer.

Opportunities to Tell Patients about Engage Consult

Here's when we think you have a really good opportunity to promote Engage Consult to your patients

Reception/Admin

1. If patients are reluctant to discuss their medical condition with you.
2. If a patient complains about being kept waiting on the phone for too long.
3. New patient registration.

Clinical

1. If someone needs tests you could tell them that in future if they use online consultations you might be able to send them for tests based on the information they give, saving them a trip to the practice.