

## FAQ document

# Appointments and Bookings

**The way we access GP services has changed. Below are some frequently asked questions that may help you understand these changes:**

### How do I get an appointment?

The easiest and most effective method is to use eConsult through our website, or you can telephone.

### Why can't I book a face-to-face appointment?

We have adapted the way in which you can get an appointment quickly and safely.

Most patient's health concerns can be managed over the phone or via video consultation. This is why we are providing you with either an initial phone call or video consultation to decide what would be the best way to help. If we can support you without needing you to come into the practice then we can increase the number of our GP appointments and reduce the need for you to travel.

If you do need a face-to-face appointment, you will be invited to attend the practice.

### What is eConsult?

You can access eConsult via the practice website. It lets patients consult with the team online by completing a quick form that is sent and reviewed by the practice. After reviewing your query, you will then be directed toward the most appropriate help. This might be some advice on self-help, pharmacy advice, an appointment with one of the practice clinical team or another service. Your data is secure at all times – including during a video consultation or telephone call.

### What if I do not have access to a smartphone or web camera?

While technology has evolved and supports us all in many ways in our day-to-day lives, we appreciate not everyone will have access to a smartphone or web camera for a video consultation. We can still talk to you on your mobile phone or landline.

## **Will I need to wear a face mask if I come into my practice for an appointment?**

To help limit the spread of viruses, we are asking for all patients aged 12 and over to wear a face covering when they come to the practice. This doesn't have to be a face mask, but a cloth covering which covers your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head.

## **How do I cancel or move a booked appointment?**

Use eConsult or telephone the practice to cancel an appointment or to request that it is moved to another time.

## **How do I see a GP during the evenings and weekends?**

For evening and weekend access to GPs, in the first instance, please either visit [111.nhs.uk](http://111.nhs.uk) or call NHS 111.

## **What if I am not registered with a GP practice, or I am away from home?**

We will register you for Temporary Services and provide you with emergency treatment for up to 14 days if you are not registered with a GP.

If you are registered with a GP in England, and you only need a repeat prescription, you should contact your GP practice and request that they send your prescription to a pharmacy on the Isle of Wight.

You can register as a temporary resident with a GP practice for up to 3 months, while away from home for work, study or on holiday. You will remain registered with your permanent GP practice.

If you plan to live in our practice area for more than 3 months, we will register you as a permanent resident.

You can find more information about this via: [www.nhs.uk](http://www.nhs.uk), and search 'how to register with a GP practice'.