






Example scripts for staff







Key messages to convey to patients:

- eConsult is a more convenient way to get help from your surgery: for your condition, symptoms or for administrative requests
- Using eConsult allows them to explain why they want an appointment - they don't have to try to explain everything within the first few minutes of an appointment
- eConsults are filled in online and can be done at any time, day or night, and even on the weekend
- The practice can then decide how best to help you - you may not even need to come in to the surgery
- After your eConsult, the practice will get back in touch and let you know what the next steps are

Here are some example scripts that your practice can use to promote eConsult to patients. Make sure all members of staff are using it!

	<p>Did you know that you could have used our eConsult service? It is available to use through our practice website and might mean you don't have to come into the surgery to get the help you need. You tell us what the practice can help you with, fill out an online form, and we'll get back to you by <i>[the end of the next working day or your own deadline]</i> with the next steps.</p>
	<p>Our current waiting time for a routine face-to-face appointment is <i>[tailor accordingly]</i>, but you can visit our website and complete an online consultation using eConsult. You tell us what the practice can help you with, fill out an online form, and we'll get back to you by <i>[the end of the next working day or your own deadline]</i> with the next steps.</p>
	<p>Thank you for calling the practice. If you are ringing to book an appointment or speak to a GP, you may wish to try our online consultation service eConsult. You can access eConsult on our practice website. You tell us what the practice can help you with, fill out an online form, and we'll get back to you by <i>[the end of the next working day or your own deadline]</i> with the next steps.</p>
	<p>Unfortunately we do not have an available face-to-face appointment at that time, but you can start a consultation online now with our eConsult service and the practice will get back to you by <i>[the end of the next working day or your own deadline]</i> with the next steps.</p>
	<p>Next time, you could save time by starting an online consultation through our eConsult service. You can go to our practice website, click on the 'Contact our doctors online' button and tell us what you want advice or help for. Then you fill out a quick online form and the practice will get back to you by <i>[the end of the next working day or your own deadline]</i> with the next steps.</p>

Example scripts for staff

	<p>Sorry we are unable to answer your call at the moment. Did you know that eConsult provides a way for you to ask for advice from the practice at the click of a button? Please visit our practice website and click the banner that states 'Contact our doctors online'.</p> <p>Here you will be able to learn more about your condition and contact us through a quick online form. This will allow us to decide on the most appropriate treatment options for you. You will receive a response [<i>the end of the next working day or your own deadline</i>] with the next steps.</p> <p>You can use this service to request test results and extensions to fit notes. More information about eConsult can be found on our practice website and in the practice.</p>
	<p>eConsult Coming soon</p> <p>We are excited to announce that we will soon be launching eConsult for our patients. The service will be available on the practice website and will allow patients to ask for advice about their health conditions, symptoms or request sick notes, GP letters and fit notes online. eConsult is available around the clock, day or night, and on the weekend. You can go to our practice website, click on the 'Contact our doctors online' button and tell us what you want advice or help for. Then you fill out a quick online form and the practice will get back to you by [<i>the end of the next working day or your own deadline</i>] with the next steps. This means you won't need to come into the surgery unless you need a face to face appointment. You may receive a call, email or text from the surgery with next steps, or to let you know your prescription is ready to collect.</p>
	<p>Next time you need advice or a GP letter or sick note from the practice, use eConsult. Fill out an online form and we'll get back to you [<i>by the end of the next working day or your own deadline</i>]. A tap and a click could save you a trip. Click here [https://yourpracticewebsite.com]</p>
  	<p><i>Your practice email signature could include an image that links to your eConsult portal so that any emails sent from the practice to patients also act as a reminder to use eConsult. You could also include this in your newsletters and if you have a Facebook or Twitter account for your practice, you can share reminders on there too!</i></p>