

NHS App

If you're new to using the NHS App and you're not sure how to access the information, there is lots of information around to help you. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

Did you know that using the NHS App can help you access lots of information about your health?

- Request repeat prescriptions
- Check the status of your prescriptions
- See upcoming appointments
- View your health records

<https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>

<https://www.youtube.com/watch?v=Q0SCcltw8JA>



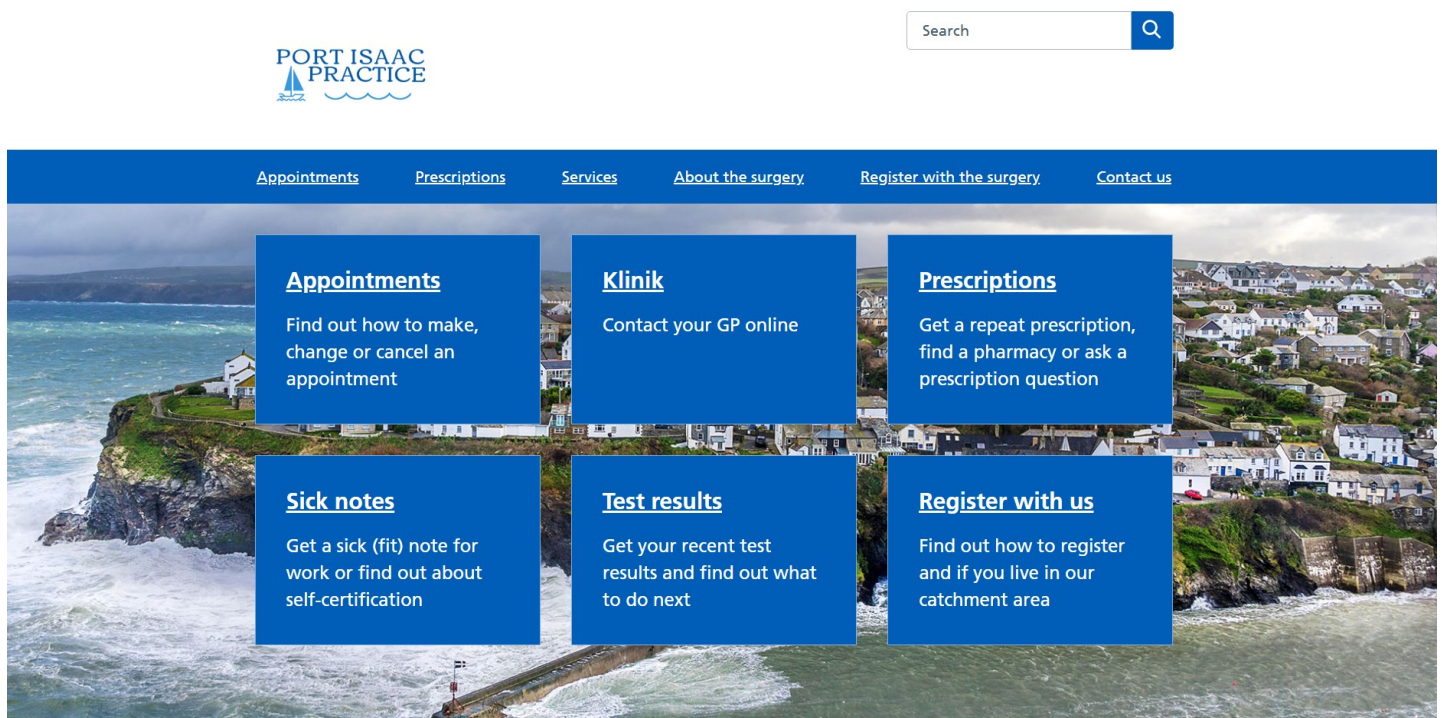
Klinik Triage — FAQ

- **Requesting a GP appointment** — *we triage all requests for GP appointments please go to our web-site and follow the Klinik link [Online Contact](#)*
- **What is triage** — *Our Duty GP and Clinical Triager use the Klinik form to assess the urgency or requirements of your condition.*
- **Why can't I see my GP** — *Our system ensures you see the **right clinician for your needs**—whether that's a GP, paramedic, mental health practitioner, physiotherapist, pharmacist, or another healthcare professional.*
- **How long will it take to get a response** — *Urgent cases are prioritised, and you'll receive a quick response. Non-urgent cases may be scheduled for a routine appointment usually within two weeks.*
- **What if I need an urgent appointment** — *If you have an **urgent medical need**, complete the online form as soon as possible, and we will triage your request as a priority.*
- **What if I have a life-threatening emergency** — *For life-threatening emergencies such as **chest pain, breathing difficulties, or severe bleeding**, call 999 immediately.*
- **What if I can't access the internet or struggle with technology** — *If you **don't have internet access or need help**, our receptionists can **complete the form for you** in person or over the phone.*
- **Do I need to complete the form at a specific time** — *No, you can submit your request **at any time during practice hours Monday to Friday between 8am to 5pm**, so there's no need to rush at 8am — your request will still be triaged for urgency.*
- **Can someone else fill out the form for me** — *Yes, a **family member, friend, or carer** can complete the form on your behalf.*
- **Will I still be able to speak to a receptionist** — *Yes! Our receptionists are still here to help, but they will **guide you to use the online form** or fill it in for you if necessary.*
- **Is this system monitored outside of practice hours** — ***No**, the online triage form is only available during **practice hours**. Outside of these hours, please use **NHS 111** or visit your nearest urgent care centre if needed.*

Get the most out of the Klinik System—help us to help you:

- Please use the body map to locate your symptom and be guided through questions such as duration of symptoms, age, gender etc... Answer the questions to the best of your ability to enable the artificial intelligence to work fully. Based on your answers the Artificial Intelligence algorithm may downgrade the severity of your request from urgent to routine.
- Please use the buttons 'previous' and 'continue' located at the bottom of each page if you need to navigate back and forth to correct answers in the forms. Do not use the browser back or forwards buttons or you will lose your answers and have to start again.
- If your appointment request is more general and not related to a body part, select 'no specific location'.
- Specify times you are not available or if we need to call you on a specific number. Our clinicians will do their best to honour these times during our normal operational hours.

Contact us through our website



- Our website provides full details on how to contact us or any other service you need
- Appointments—the best way to get help for your health concern.
- Prescriptions—everything you need to know about your medication from ordering to disposing of..
- Sick notes—how to obtain a sick note.
- Test results—how best to obtain results for any test you have had.

There is also information on :

- How to contact us and our opening times
- A-Z of health conditions
- A-Z of common medicines
- Latest practice news
- Join our Patient Participation Group
- Find us on Facebook—Join our Facebook PPG page
- Find other NHS services
- Access self help information