

FAQ

<https://askmygp.uk/patients/help/>

About askmyGP

What is askmyGP?

It's an easier way for you to request help from your GP, for yourself, your child or someone you care for.

Why are patients encouraged to use it?

askmyGP is usually the quickest and most convenient way to request help from your GP, and helps the practice to respond more effectively. If you are unable to use the service, you can phone the practice.

Do I have to choose from a 'menu' of problems?

No, simply use your own words to ask about any problem where you need help from your GP practice.

Can I order repeat prescriptions from askmyGP?

No, this should be done through the prescription service provided by your practice. Please see the prescriptions section of their website.

Can I use askmyGP to book appointments?

askmyGP is the quickest and easiest way to get in touch with your GP. They will contact you within 48hours (excluding weekends and bank holidays) to resolve your request. This might be via message, telephone or by face-to-face appointment - depending on the need as determined by your GP.

Can I use askmyGP in an emergency?

No, please contact the emergency services.

Can I ask for help at any time?

Yes, but the request will only be seen during service times as set by your practice and visible on the 'our service times' link off the askmyGP welcome portal.

I don't have a computer or a smartphone - can I still ring the doctor to make an appointment?

Yes, you can still telephone the surgery. We aim to make access easier for every patient.

I usually just walk into the Surgery to make an appointment - can I still do that?

You can submit a request in person, but you may find it easier to seek help by first putting in a request online with askmyGP or via telephone to save you a trip to the practice.

Is there an app?

askmyGP can be downloaded onto your homescreen or your desktop by clicking 'Add to home screen' on the menu bar. It will function as an app with a shortcut. If you select 'Enable Notifications' you will receive a notification when you have a message from the doctor.

askmyGP and Patient Access: What's the difference?

askmyGP and Patient Access are two separate systems, and each serves a different purpose, but we understand that from the patient's point of view they can appear to be related.

askmyGP: is a system that we use to receive appointment requests from patients. This system allows our doctors and advanced nurse practitioners to triage appointment requests and deal with all requests on the same day as they are submitted.

Patient Access: is created by a different provider to AskMyGP and we use it to receive medication requests from patients. You are also able to view your medical record.

Registering

How do I register as a user?

Go to your GP Practice's website (www.buttercrosshc.nhs.uk) and follow the link to askmyGP. You may need to click 'accept cookies' for it to work. The link takes you through to the askmyGP portal where you can obtain NHS self help advice or consult your GP. New users will need to add a few details when first making a request. All you need is your name, DOB, an email address and phone number.

My partner and I share the same email address. Will it be OK to use the same one for both of us?

Every login must have a unique email address, so you cannot share them.

Getting an email is free with many services.

What is an 'End-User Licence Agreement' and why do I need to tick the box?

Legally we need to have an agreement with you to use the service. We advise all patients to read the end user licence agreement when registering and also the privacy policy which can be found on the askmyGP website: <https://askmygp.uk/privacy-policy-gdpr/>.

How to create an askmyGP account

To create an askmyGP account online, you will need to have an e-mail address that you can use to login to the system. If you don't have an e-mail address or access to the internet, you can still register and submit a request with the practice via phone.

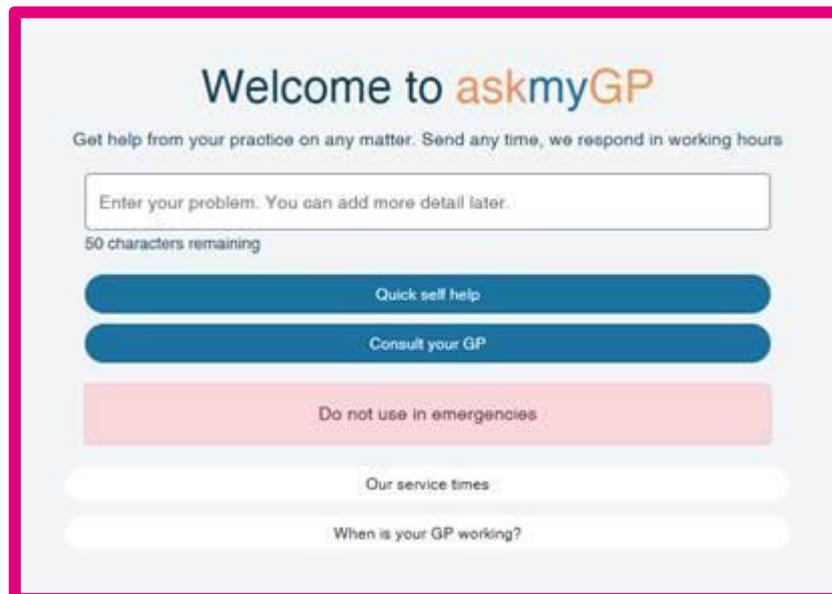
Our aim with the new system is to deal with all requests within two working days (48 hours) once submitted.

To create an account yourself on AskMyGP, please follow the instructions below.

1. **Go to our website:** <http://www.buttercrosshc.nhs.uk>
2. Once you are on the homepage of our website, **click on the 'askmyGP' logo**. This will take you through to the askmyGP page specifically for Buttercross Health Centre.



3. Once you are on the askmyGP page, click on the **'Consult your GP'** button – this button will take you through to a page which asks you to either login or sign up.

A screenshot of the askmyGP website interface, enclosed in a pink rectangular border. At the top, it says 'Welcome to askmyGP' in a large font. Below this, a smaller line of text reads 'Get help from your practice on any matter. Send any time, we respond in working hours'. There is a text input field with the placeholder text 'Enter your problem. You can add more detail later.' and a character count '50 characters remaining'. Below the input field are three buttons: a blue button labeled 'Quick self help', a blue button labeled 'Consult your GP', and a pink button labeled 'Do not use in emergencies'. At the bottom, there are two white input fields with labels 'Our service times' and 'When is your GP working?'.

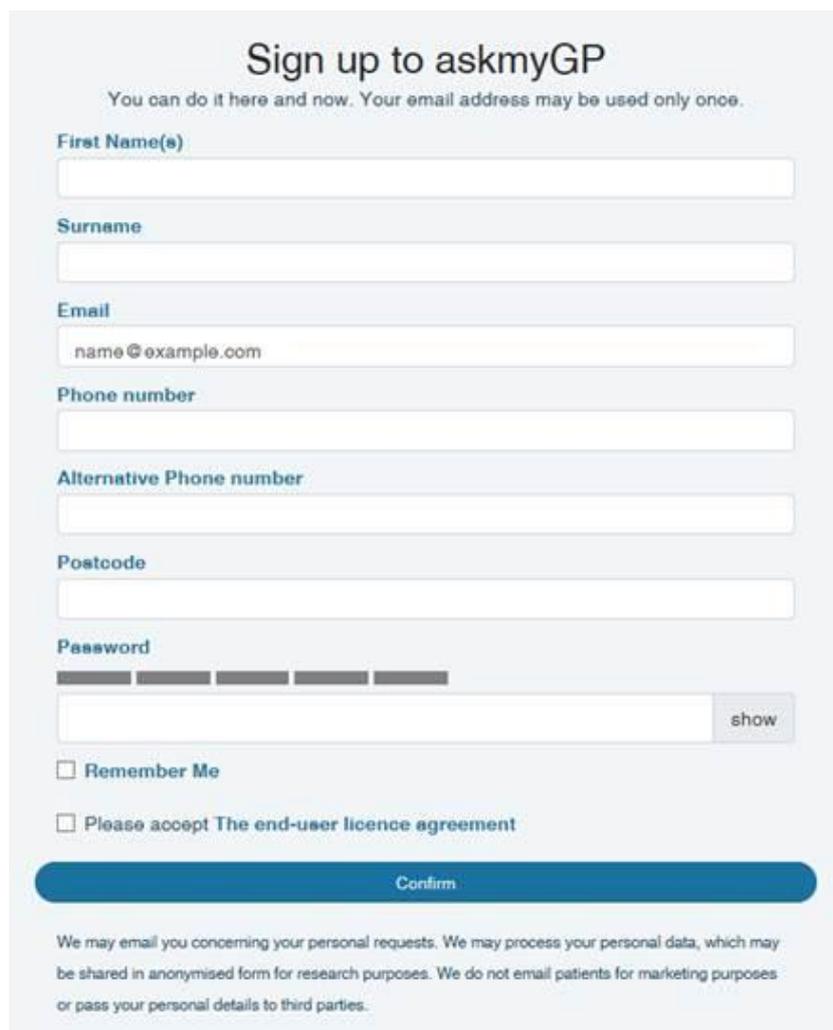
4. On the next page, click on the **'Sign up as a new user'** button.



The image shows a login screen for askmyGP. At the top center is a circular icon of a hand holding a smartphone. Below the icon, the text reads "Do you have an askmyGP login?" followed by a smaller line: "This is not the same as other GP online services you may use." There are two blue buttons: "Sign up as a new user" and "Login existing user".

5. On the sign up page **fill in your details** and **read the end-user licence agreement before ticking the acceptance box** at the bottom (if you decide to click on the 'Remember Me' button, this will save your details on the device being used to enable you to login automatically for you the next time that you visit askmyGP).

When creating a password, the five grey boxes will light up. The more boxes that are lit up, the stronger your password is. It is ideal to have the strongest password possible (usually this will have a mixture of capitalised and non-capitalised letters, numbers, and symbols).



The image shows a "Sign up to askmyGP" form. The title is "Sign up to askmyGP" with a subtitle: "You can do it here and now. Your email address may be used only once." The form contains several input fields: "First Name(s)", "Surname", "Email" (with the placeholder "name@example.com"), "Phone number", "Alternative Phone number", and "Postcode". The "Password" field is shown with five grey boxes above it, and a "show" button is next to the input field. Below the fields are two checkboxes: "Remember Me" and "Please accept The end-user licence agreement". A large blue "Confirm" button is at the bottom. At the very bottom, there is a small disclaimer: "We may email you concerning your personal requests. We may process your personal data, which may be shared in anonymised form for research purposes. We do not email patients for marketing purposes or pass your personal details to third parties."

6. Once you have filled out your details, please click the **'Confirm'** button. This will then take you to the next screen which allows you to create a new request.

If you don't want to create a new request at this time, please click either the 'Home' button or the 'Logout' button in the top right of the screen.

That completes the sign-up process.

If you are still having trouble with creating an account after following this guide then please either call us on **01458 272473** or email us at somccg.buttercrossadmin@nhs.net and we will do our best to solve any issues that you're having.

Requesting help from your doctor

Can I make a request for someone else?

Yes if you are eligible to do so. First, register yourself as a user at the practice. Once you are registered, there is an option to select 'I am asking as a Parent or Carer.' From here, you can register the patient registered at the practice using their name, DOB and gender. You only have to do this the first time you put in a request for them.

Why is my usual doctor not listed to choose from?

You can request to see any doctor working in the practice that day. If they are not in, their name won't be shown. You can find out when your doctor is working from the 'When is your GP working?' button on the askmyGP portal.

How much information do I have to give?

As well as a few details needed for registration, you should give as much information as can to help your doctor assess how best to help you. If more details are needed, your doctor will send you a message or call to ask any additional questions to make sure you get the right help.

Can I insist on seeing a doctor in a face to face appointment?

You can request a face to face appointment, however it is up to your doctor to decide the most appropriate course of action which may be a message, telephone call or face to face appointment.

How long will it take for my doctor to respond?

The practice (doctor or another clinician they have assigned to your care) will get back to you as soon as they can however we aim to respond within 48 hours (excluding weekends and bank holidays). Queries raised out of hours will be dealt with in priority order when the practice is next open.

How do I know the doctor has seen my request?

Your practice has committed to review all incoming askmyGP requests, and usually they reply promptly. If you haven't seen a reply yet, check your email and spam folder.

Is a 'Secure Message' a text message?

No, it is held securely online and you need a login to access your personal messages. You will receive an email to notify you of new secure messages from your practice.

What does 'Add to home screen' mean?

askmyGP can be downloaded onto your home screen or your desktop by clicking 'Add to home screen' on the menu bar. It will function as an app with a shortcut.

What notifications will I get if I 'Enable Notifications'?

You will get a notification when you receive a new message from the practice. Please note, pop-ups and notifications must be allowed for this to work.

My Account

What happens if I forget my password?

On the login page, simply click "Forgotten Password" and you will receive an email with a link so that you can reset your password. No one at your practice or askmyGP can tell you your password.

I've registered at the wrong practice, what do I do?

1. Log in to askmyGP and select 'Consult your GP.'
2. Select 'Any other question.'
3. Write in the description 'I've accidentally registered at the wrong practice, please can you delete my account?'
4. Select to get help from 'Anyone,' contacted by 'Message'
5. Submit your request. The practice will then remove you. (Please note, once your account has been deleted you will no longer be able to reply to messages.)

Once you have been removed from the incorrect practice you can re-register by going to your practice website and clicking the askmyGP link on their homepage.

Can I delete my data?

All data is stored securely within the NHS's computer network. If you want data to be deleted you should ask your practice about this 'use 'any other question' method to do this.

I've moved practice - how do I update my account?

1. Log in to askmyGP and select 'Consult your GP.'
2. Select 'Any other question.'
3. Write in the description 'I'm moving GP practice, please can you delete my account?'
4. Select to get help from 'Anyone,' contacted by 'Message'
5. Submit your request. The practice will then remove you. (Please note, once your account has been deleted you will no longer be able to reply to messages.)

Once you have been removed from your old practice, if your new practice also uses askmyGP you can register with them by following the link on their practice homepage.

Can I view previous messages with my doctor?

Yes, this can be viewed from the homepage of your account under 'view past requests.'

I've changed phone number/address - how do I update my account?

This can be done from the homepage (click the house icon) of your account under 'edit my details.'

It is helpful however to let the practice know too when you have updated your details.