



BRADFORD ON AVON & MELKSHAM HEALTH PARTNERSHIP Doctorlink Service

Question	Response
Why is the Practice using Doctorlink?	<p>Our Practice is looking at how we can improve access to our appointments.</p> <p>Doctorlink is a new online service where you can access advice and request an appointment 24/7.</p> <p>The symptom checker is insured and clinically safe whilst helping you to streamline your journey to the right treatment outcome.</p>
How do we feedback to the Practice on our experience?	Feedback on your experience can be given by clicking here
How do I join?	To register for the service click here .
Why can't I just ring the Surgery?	You can still contact the Surgery via the usual methods, Doctorlink is an additional way to access your GP service. However, it may save you time queuing on the phone and will offer you medical advice 24/7.
Will this guarantee me a GP appointment?	Using Doctorlink will result in the most appropriate recommendation, based on clinical need, from your symptom checker answers. For example, self-care advice, Nurse Practitioner, GP appointment or direct you to a pharmacy.
Is this about stopping me from seeing my GP?	No, this is about seeing the right clinician in the right timeframe based on your clinical need. There are many members of the practice team who can help in addition to the GP.

Is the registration process complicated?	Not at all, registration is simple and takes minutes. All you need is your name, email address, home address and date of birth. These must match the ones held on file by the Practice. You must be over 16+ years to register but there is a facility to use the symptom checker on behalf of your child (3 years +).
Is the service free?	Yes, free to use but data charges may apply for mobile devices. Most people have data included in their mobile packages.
Is my data safe?	Yes. Doctorlink does not have access to your medical record and comply by all data protection regulations.
I already have on-line access, do I need to re-register?	Your existing access is still valid. This is another system aiming to compliment and expand on existing online services. You will need to create a new account to enable you to check symptoms and request an appointment as necessary.
How do I find Doctorlink on my PC?	Doctorlink is available as a standard website. But can also be found as an application on Apple IOS and Google Android.
What happens if the symptom checker says I need to see a clinician?	<p>Your symptom checker is sent automatically through to the Practice Contact Centre with a request for a clinical appointment. A member of this team will call you to offer you an appointment. The questionnaire you completed and the time frame suggested will be added to your medical record, to be seen by the clinician before your appointment.</p> <p>For example: if your symptom checker advises seeing a GP within 3 days, then an appointment for this time-frame will be offered to you.</p>