



What is e-consult?

e-consult enables NHS based GP practices to offer online consultations to you, our patients. It allows you to submit your symptoms or requests to your GP electronically by completing a quick form that is sent and reviewed by the practice. It also offers around the clock NHS self-help information, signposting to services and a symptom checker

How do I submit an e-consult?

Available on the
NHS App

Click on Advice>Ask your GP for advice option. Tick the box to let e-consult use your personal details (e.g. name, email) from your NHS account. Select if you are asking for help for yourself or your child. Select the appropriate condition type for your needs.

Available from your
practice website

www.theshrubberiesmedicalcentre.co.uk

Click the Online Services tab.

You will get a response before the end of the next working day or sooner

How does econsult work?



Benefits

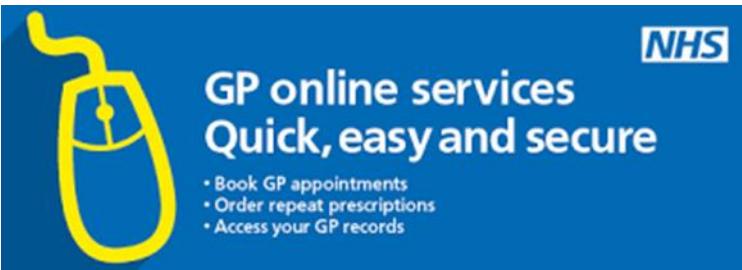
- More convenient than calling the practice
- Your query may be resolved with a phone call
- Medical advice is available 24/7 even when the practice is closed
- You can check your health symptoms online and receive on the spot medical advice and treatment guidance thanks to [NHS](#) content
- Access wherever and whenever you want from any device. Unlike a telephone call you can complete an eConsult at a pace that suits you
- You can request sick notes and test results without the need for an appointment saving your time and ours
- eConsults are split into clinical and administrative so we can ensure that the most appropriate staff deal with your query
- Free up time for your doctors to deal with emergencies

Some facts

- e-consult is live in over **2700 NHS GP practices**
- e-consult gives digital access to over **29 million NHS patients**
- At The Shrubberies, we have **over 8,000 patients**
- We have **over 35** e-consult requests each week so there is plenty of room to grow – **try it for yourself!**

Get the
right care
when you
need it with





NHS App - on-line access

Due to data protection, you need to prove who you are to get full access to the NHS App. With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage coronavirus (COVID-19) vaccinations
- get your NHS COVID Pass
- register your organ donation decision
- choose how the NHS uses your data
- view your NHS number use NHS 111 online to answer questions and get instant advice or medical help near you

Before proving who you are, you can use the NHS App to:

- search trusted NHS information and advice on hundreds of conditions and treatments
- find NHS services near you

Getting started...

Download and open the NHS App
Enter your NHS login email and password.
Enter the security code sent to your mobile phone.
Select Yes if you want to turn on NHS App notifications.

Some facts

- At The Shrubberies, we have **over 8,000** patients
- **Only 17%** of our patients have on-line access that's **1360** patients
- We regularly add around **20 patients a week** to use this valuable service, **please ask at reception if you are interested**



Patient Participation Group

Join in with the discussion!

We have an active Patient Participation Group which meets regularly to discuss what has been happening in the practice. We want to understand how we can improve our service to you and how you feel about our surgery, staff and quality of care.

Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is extremely valuable.

We need people of all ages and backgrounds to join the team so that we can truly represent the diversity of our patients.

Interested?

Please contact

Michelle Greene 07941 077350



We are always keen to hear your feedback on the service we provide and you can help us in a number of ways.

www.nhs.uk/services/gp-surgery/the-shrubberies-medical-centre/F86641/ratings-and-reviews and leave a review

www.mysurgeryintranet.co.uk/FriendsAndFamily/surveys/TakeOurSurvey/?surveyId=25061

www.theshrubberiesmedicalcentre.co.uk and have your say by completing the Friends & Family Test on-line – it will take 1 minute of your time maximum!

Who's who!



MBBS (Lond, 2003), DCH, MRCP, DRCOG
Dr Shahrukh Islam graduated from Royal Free Medical School in 2003.
He trained locally and completed his general practice training in Southend. He has been a GP at the practice since 2009.
Dr Islam's special interests include child health, elderly medicine and palliative care.

Simple Wound Service - Update

What is the simple post-op wound care service?

Most cuts and grazes can be treated at home and will start to heal in a few days. But some wounds may need to be treated by a medical professional if there's a risk of infection, if the injury is serious, or if you have recently had an operation. Simple wound care services are available across North East London to support you with managing wounds such as skin ulcers, first degree burns, post-surgical sutures, clips removal and routine dressings.

When should I access the simple wound care service?

You should make an appointment with the service when you are advised by your doctor or nurse that you need your wound to be cared for with a dressing.

What can be treated?

Post-surgical sutures and clips (Aged 16 & Over)

Acute wounds

Superficial skin ulcer management

First degree superficial burns

Re-dressings

Book online <https://app.10to8.com/book/redbridgeswc/>

There are a number of clinics that you can choose from. Simply select the location from the drop down menu then select a date and time that is convenient for you.

We are pleased to announce that Glebelands Practice, South Woodford, is now one of your location options.