



Compass House
Medical Centres

UPCOMING CHANGES TO OUR ONLINE CONSULTATION SERVICE (KLINIK)

We are writing to let you know about some changes we are planning to make to our online consultation service, KLINIK. Until now, we have been limited by what the system could do. For example, once we reached our safe limit for urgent appointments, we had no choice but to switch the whole system off, even though we still had space to deal with routine requests. This understandably caused frustration for patients who wanted to submit non-urgent requests but were unable to, or wanted to use the other functionalities available on KLINIK such as admin queries or ordering prescriptions.

After working closely with our provider and pushing for improvements, we are pleased to say that the system now has better functionality. These new features mean we can keep more services open for longer, make it clearer which option you should choose, and ensure that urgent problems are prioritised while still leaving space for routine and follow-up care.

How this will help you

The choices you make on KLINIK will now be more closely matched to the outcome you can expect.

- If you select a **routine medical problem**, you will know in advance that it is not likely to be seen the same day. Your request will be reviewed by a clinician and if an appointment is needed it will usually be booked within a couple of weeks. In some cases, it may take a little longer if it is better for you to see the same GP you have seen before. This is called continuity of care, and it helps provide safer and more effective treatment.
- If you select the **urgent option**, your problem will be reviewed as a priority. Urgent problems are usually responded to the same or next working day. Sometimes, after review, a GP may advise that your issue is safe to wait a little longer, because we have to prioritise those needing the most rapid attention.
- Importantly, **routine and follow-up requests will remain open** even if urgent slots are full. Previously, when urgent appointments reached capacity, all options had to close. Now, routine requests can still be submitted, giving more patients the opportunity to use the service throughout the day.

From the 1st October, when you log into KLINIK you will now see three new tiles options though you may see this sooner as we start to implement and transition the system over:

1. Urgent on the Day Appointment - This option is for health problems that need attention the same day or the next working day. Requests are reviewed quickly, and we aim to respond within that timeframe. Sometimes, after review, the clinician may decide that your problem is safe to manage as routine. If that happens, you will be informed and your request will be added to our routine list instead.

If we reach our safe limit for urgent requests, this option will be temporarily switched off. When that happens, you will see clear advice on what to do next, such as contacting the surgery by phone, calling NHS 111, or visiting an Urgent Treatment Centre (UTC) or Minor Injuries Unit (MIU).

2. Routine Medical Problem - This option is for problems that are not urgent. All requests are reviewed by a clinician, and if an appointment is needed, this will usually be arranged within a couple of weeks. Sometimes it may be better to wait a little longer to see the same GP you have been seeing for your ongoing care, as this continuity often leads to safer and better outcomes.

At times, depending on your needs, we may also signpost you to other services such as a community pharmacist, physiotherapy, a Minor Injuries Unit (MIU), or an Urgent Treatment Centre (UTC), if these are the most appropriate places for your care.

3. Follow-up or Ongoing Medical Concern - This should only be used if you have already spoken to or seen a clinician about your problem. It can be used for ongoing conditions, medication queries, or reviews you were asked to book. Please note that:

- These forms may not be reviewed for up to 48 hours.
- If your problem is new, has changed, or feels urgent, you should use a different option.
- If you use this option by mistake, you may be asked to resubmit your request under the correct tile.

When filling in this form, please tell us who you saw previously and why you are requesting a review or update.

KLINIK CHANGES

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PHARMACY FIRST NEW ONLINE ACCESS



Alongside these options, we are also adding the ability for patients to have an online video consultation with a Community Pharmacist through the Pharmacy First service.

This means you can get quicker treatment for a range of common conditions without needing to see a GP first. Conditions include things like:

- Urinary tract infections (UTIs)
- Sore throats
- Sinus infections
- Infected insect bites
- Impetigo
- Shingles
- Contraception requests

Medication prescribed through Pharmacy First is posted directly to your home, usually the next day, with free postage. If you prefer, you can still choose to visit your local pharmacy in person for treatment instead.

This service makes it easier to get timely care for certain conditions and frees up GP appointments for patients with more complex needs.

We hope these changes make it easier for you to get the care you need and help make your experience with us simpler, safer, and more reliable. Thank you for supporting us as we continue to improve our services for everyone.



FREQUENTLY ASKED QUESTIONS

Why might the urgent option disappear?

This means we have reached our safe capacity for urgent appointments that day. You will still see advice on what to do next, such as phoning the surgery, visiting the Urgent Treatment Centre, Minor Injuries Unit, calling NHS 111, or dialling 999 in an emergency.

How long will a routine problem take?

Routine problems are usually booked within a few weeks. Sometimes we may wait a little longer to book you with the same GP, as this continuity of care often leads to safer and better outcomes.

What should I do if I'm not sure which option to choose?

If you're unsure, please consider whether your problem is urgent or routine. When in doubt, contact the surgery by phone, or call NHS 111 for guidance. Choosing the right option helps us respond more efficiently.

Can I still use KLINIK for admin requests or prescription queries?

Yes, KLINIK still allows you to submit administrative queries and order prescriptions using those specific tiles. We are only adjusting the ones that relate to medical queries.

Can I still see the same GP I usually see?

Yes, where possible, routine and follow-up appointments will be booked with the same GP to provide continuity of care.

What is Pharmacy First, and who can use it?

Pharmacy First gives you the option to speak to a community pharmacist online by video for a range of minor conditions. If medication is prescribed, it will be delivered directly to your home, usually the next day, at no extra cost. This service is available to all patients registered with our surgery.

If you would rather be seen in person, you can still use the Pharmacy First service by visiting your local community pharmacy instead of booking online.

What if my condition gets worse while waiting?

If your symptoms worsen or become urgent, please update your request using the urgent option on KLINIK or contact the surgery by phone.

This option should only be used if your condition has genuinely changed. It is not for situations where you are unhappy with the decision or the timeframe given, as this helps us keep urgent capacity safe for those who need it most.

I don't have online access and prefer to contact the practice by phone. What should I do?

You can continue to access our services by phone as normal. Our Care Coordinator team will support you by completing the KLINIK form on your behalf, which will then be reviewed by a clinician. This means that no matter how you contact the surgery, online or by phone, all requests are treated equally.

What if I need help when the surgery is closed?

If it's not an emergency, you can call NHS 111 (free, 24/7) or visit 111.nhs.uk. For serious or life-threatening emergencies, always call 999.

