



New KLINIK

APPOINTMENT SYSTEM

FAQ

What is KLINIK?

KLINIK is an online consultation service and appointment solution for GP practices. It makes it possible to contact us online through our website, on any weekday between the times of 8am and 4pm and is in line with NHS England's promise to offer better digital access to patients.

Why 8am -4pm? What do I do if I become unwell between 4pm and 6pm?

In order for our clinicians to be able to review all KLINIK's safely we need to stop the submissions before we close so that no urgent cases are missed.

If you become unwell after 4pm, you can call the Practice and the teams here will discuss your case with a clinician. The clinician will then decide if a review is required that day.

Where do I find the service?

You will find the service on our website:

www.compasshousemedical.com

How will it work?

KLINIK uses artificial intelligence to assign urgency to the query in a safe and consistent way. All enquiries are then routed to a clinician within the surgery or advised to call 999 where necessary.

A clinician then reviews all the appointment requests and decides which healthcare professional is most appropriate. You will then receive a call back with an appointment that day or the next if it is urgent, or provided with options for pre-bookable appointments in the appropriate timescale for the concern.

Can the service also be used with tablets and smartphones?

Yes, you can use the service with a computer, a smartphone, or a tablet.



Do I need any login or credentials for using the service? Do I need to register to be able to use the service?

The best way to use the service is to register for the NHS APP and this will ensure your details are validated and pre-populated in the final personal information page. This will also assist us when dealing with your enquiry.

However, you can also access the service without registration. Accessing KLINIK uses a highly secure one-direction communications connection. For more advice on the service and how to use it please select the video link below.

[Patient Guidance Video](#)

What if I have no access to the internet?

Accessing Klinik online will be the quickest and most efficient way to contact the surgery from the comfort of your own home, from work or even when on the bus, as you will not have to wait in a queue on the phone.

However, we recognise that not all our patients are online so if you are unable to use the system yourself, our Patient Care Advisor team can help by completing the KLINIK form whilst you are on the telephone.

We also have tablets in the Brixham King Street and Galmpton surgeries so that patients without the internet can come in and complete their own contact form, with the help of our team if required.

The system is easy to use and very intuitive, but we will provide support for anyone that may struggle with it. Like any new system, you may feel uncertain at first, but once you have used it you will find it quick and easy to navigate.

What kind of information do I have to provide when using the service?

To refer you to the right care pathway for clinical enquiries, the service asks you to describe your query and symptoms. Naturally, you need to provide your personal and contact details so that we can contact you regarding the next steps in your treatment process.

What should I do if the system does not work and I cannot submit a contact request?

In this case, contact us by telephone (or come into the surgery) and our staff will take you through the KLINIK access process.



What happens after I've submitted my symptoms and enquiry?

KLINIK's triage engine initially assess the urgency or requirements of your condition. **This is then checked and reviewed by a medically trained professional in the practice, typically a GP.** They will then assign your request to the right person/ service (clinical or admin) or self-care to meet your need.



Can I book Nurse Appointments via KLINIK?

For now, nurse appointments will continue to be booked by calling the usual Practice number 01803 855897. Some appointments such as blood tests, blood pressure checks, flu & INR appointments are available online via the NHS APP or Patient Access. We may look to include these in KLINIK in the future, but for now please continue to call as usual.

My relative/child cannot submit a contact request themselves. Can I submit it on their behalf?

Yes, the service allows you to submit on behalf of someone else if they have given their permission (in case the child is under 10 years of age, no permission is required). If you are using the service on someone else's behalf, remember to indicate this on the form under "Give your personal details" by ticking the box "I am using the service on someone else's behalf" and filling in your details.

I am housebound what do I do if I need a home visit?

KLINIK will have a dedicated tile for housebound patients to use and submit their medical concerns. This will then be triaged by a clinician in the same way as other KLINIK submissions. Please only use this option if you are completely housebound and never visit the Practice. Those patients who are housebound without access to the internet can call the Practice and the reception team will go through the KLINIK system over the phone for you.



I do not like discussing health matters with the Receptionist

Using KLINIK, from your own device is perfect for this! All information is input by you and directed to the appropriate Health Care Professional for your request. If you telephone, you will **need** to inform the Patient Care Advisor of the reason for your call and answer all the questions so they can complete it on your behalf. On the telephone you have to provide this information to access our services – much like when you call 999 or 111.

What if I need help with more than one problem?

If you have a health-related concern and require an appointment but also have an administrative enquiry you should choose the appropriate tiles on the platform and submit two (or more) separate enquiries.

How will I be contacted after I have sent a contact request?

We use traditional contact methods. As well as telephone, we use messaging to send and receive text messages. If you have selected to be contacted by SMS please be sure to keep an eye on your phone for replies.

How do I know if the GP or surgery has received my request?

After you click 'submit' your enquiry will be sent to your practice. If you provided your email address you will receive an email notification, stating "Your request has been sent". You then simply wait for us to contact you.

Can I also take care of other health-related matters through the service (prescription renewals, test result enquiries, etc.)?

We will have a wide range of functionality available to patients via KLINIK, such as enquiring about test results, prescriptions, referrals, insurance reports etc. Once live you will be able to see the functions available to patients. In future we hope to add to these so that accessing our service is much easier.



Is my personal data safe with Klinik?

Potentially sensitive data is stored within the UK using technical architecture, processes and security features approved by the NHS. Klinik assures compliance with regulatory and legal requirements for both UK and EU, i.e. GDPR in general, Data Security and Protection Toolkit (NHS) and Cyber essentials (NHS). Compass House Medical Centes remains the data controller and Klinik acts as a data processor.

What if my problem requires immediate treatment? What kind of problems need to wait until the next day for contact to be made? How long will it take until the appointment?

While KLINIK assesses urgency, so does our clinician: if the symptoms entered indicate that the problem would need urgent care, the surgery will contact you in line with the timescales indicated on the landing page.