

# Online Video GP Consultations



Find out more inside...



**Online video consultations**  
With an NHS doctor



**NHS Prescriptions**  
Sent to your local pharmacy



**Working in partnership**  
Modality and Push Doctor

# What is this all about?

Our NHS services continue to be under pressure. General practice is not immune to these pressures. We need to tackle these challenges to meet patient access needs, and address issues in resourcing, such as staff shortages.

We are testing out a new way of offering doctor's appointments. We are doing this by adding digital access to our availability of appointments. These digital appointments will be in addition to our traditional face to face appointments. By using this approach; people can be seen by a doctor via their smart-phone, tablet or computer.

We are working with Push Doctor as their established service will complement our vision for the future of modern patient care and GP led services. If you access the digital appointments service you will be seen by a Push Doctor GP via your computer, smart-phone or tablet device.

Modernising the way in which we offer our healthcare services is a positive change, and we are looking to develop new ways for you to access the treatment and care you need, when you need it.

By doing this we aim to offer our patients:

- More choice and flexibility when you need it
- The right clinician, first time
- Greater convenience when you need a doctor's advice
- Save unnecessary journeys to your GP practice
- Extended opening hours
- A highly skilled medical team who can provide innovative care via an effective and proven digital consultation service.

## About Push Doctor

Push Doctor is an online doctor consultation service based in the UK. The service currently has over 7,000 GMC registered GPs available for patient consultations. Patients connect to these doctors to receive secure online video consultations. The service is accessed online via computer or through a number of apps from mobile devices such as smart-phones or tablet devices. During a consultation, patients can be offered medical advice, referred for further treatment, provided with a fit note, signposted to external services or issued with a prescription for medicines which they can collect from their nominated pharmacy. Our version of this service is free for our patients when accessed via your Modality Partnership GP practice.

# When is this happening?

We are beginning a six-month pilot roll out of the Push Doctor service at practices across our seven Modality divisions. Initially, this will be available for patients from 17th December 2018 - Monday to Friday between the hours of 9am-5pm at **Oakworth Medical Practice**.

Post evaluation of the pilot service, we hope to roll out the service with increased hours of access, to all of our practices across Airedale, Wharfedale & Craven (AWC) and throughout Modality Partnership.

# Who can use this service?

We aim to provide an equitable and accessible service to all of our patients. However, exceptions will apply if:

- The patient is under 18 years of age
- The need is urgent and requires a 999 service
- Or if the patient does not have a unique mobile phone number.

Some practical considerations include:

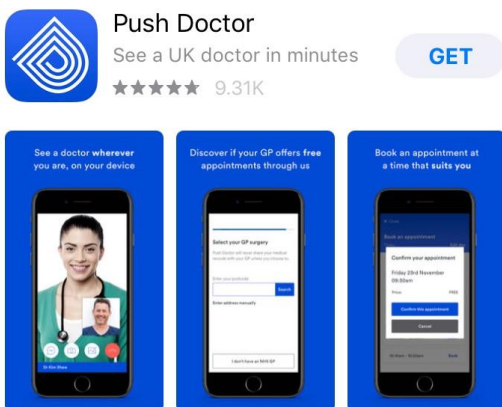
- Does the patient have the appropriate device to consult on?
- Or do they have their identification to hand to pass the security check?

# How do I access this?

The steps to access the service during the pilot are as follows:

## 1. Download the Push Doctor App and register your details

Via the App Store or Google play



## 2. Book your appointment

Choose a time that is suitable for you and confirm your appointment

## 3. See a Doctor online

Access online video consultations using your smartphone, tablet or computer