

Bolton Community Practice – Patient Bulletin

14 September 2020

Issue 6

BOLTON COMMUNITY PRACTICE PATIENT ADVISORY GROUP (PAG)



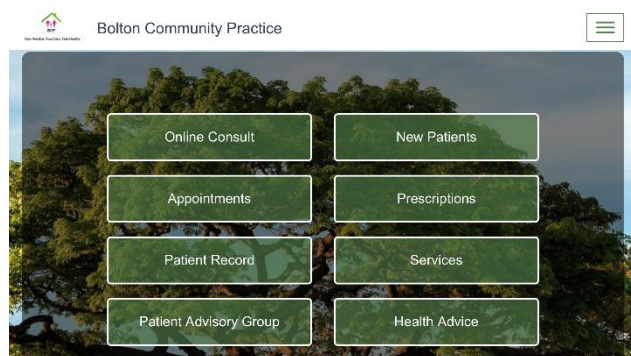
Online Consultation Form - The Most Frequently Asked Question

'How can I request an appointment with a specific doctor or nurse?'

Use the online form as follows:

Go to <https://www.boltoncommunitypractice.nhs.uk/>

Select the green 'Online Consult' button on first
page



On the next page 'Accept Cookies'

Then check the list of symptoms, if yours is not listed
enter 'general health query' in the contact box.

On next page select 'General health query' then
select 'Contact your practice with your general
health query', This brings up the online form.
Read 'Before you start' points, click 'Start now'

Tick the consent boxes and click **continue**

Confirm that you do not have any coronavirus
symptoms click **continue**. Check the next page and
continue to complete the form.

Confirm if you have any of the listed red flag
symptoms, if not tick 'None of the above' click
continue

On this page, complete box 1 'Briefly describe your
reason for contacting us' with a description of your
problem e.g. red blotchy nose.

Add as much other detail as requested in boxes 2,
3 and 4.

**In box 5 'What do you want to receive from us?'
you can request an appointment with a specific
GP – e.g. GP Appointment with Dr Talbot (or
other GP/Practice Clinician) please**

Complete the rest of the page and click **continue**.

Complete the question about 'satisfaction with the
online tool' by entering your score 1-5 (5 being the
most satisfied). Click **continue**

Read the statement on the next page and tick the
box. Click **continue**.

Complete all the details required by practice to
respond to your query.

Check that all the details you have filled out
throughout the form are correct.

Click 'accept and send information'.

The practice should then receive your form and will
generate a 'Form Submitted' response with your
reference number **Please make a note of this
number.**

Please note that the form refers to a 2day response
time. Currently BCP is responding on the same day,
if the request is received during practice opening
hours.

BCP Contact details (01204 463444)

BCP website: (Bolton Community Practice)

<https://www.boltoncommunitypractice.nhs.uk/>

BCP email: (Bolton Community Practice)

bolton.communitypractice@nhs.net

PAG Contact details

PAG website: (Patient Advisory Group)

<http://bcpcicpag.co.uk/>

PAG email: (Patient Advisory Group)

bcp.cic.pag@gmail.com