



## Patient Protocol: Fair Use of Online Consultation Services

### 1. Purpose of Online Consultations

Our online consultation service is designed to:

- Provide **convenient access** to GP advice
- Help us **triage requests safely and efficiently**
- Ensure patients receive the **right care, from the right clinician, at the right time**

To keep this service safe and available for everyone, we ask patients to follow this Fair Use Policy.

### 2. Appropriate Use of the Service

Online consultations are suitable for:

- New or ongoing **non-urgent medical problems**
- Medication queries or review requests
- Fit note requests (where appropriate)
- Administrative queries related to your care
- Follow-up information requested by the practice

### 3. When NOT to Use Online Consultations

Do **not** use the online consultation service if:

- Your problem is **urgent or an emergency**
- You have **chest pain, severe shortness of breath, signs of stroke, or collapse**
- You are experiencing a **mental health crisis** or feel unsafe

In these cases:

- Call **999** for emergencies
- Contact **NHS 111** for urgent advice
- Contact the practice by **telephone** if instructed

### 4. Fair Use Expectations

To ensure fair access for all patients, we ask that you:



# BARKING MEDICAL GROUP PRACTICE

DR VISHAL RATHORE & DR NAHEEDA PARKAR



- Submit **one consultation per medical issue** at a time
- Avoid submitting **multiple requests for the same problem**
- Provide **accurate and complete information**
- Do not use the system to send repeated messages chasing responses
- Use respectful and appropriate language at all times

Submitting excessive, duplicate, or inappropriate requests may delay care for others.

---

## 5. Response Times

- Online consultations are reviewed during **practice opening hours**
- We aim to respond within **48-72 hours**
- Response times may vary depending on clinical urgency and demand

Submitting repeated consultations will **not** result in a faster response.

## 6. Confidentiality and Accuracy

- Online consultations form part of your **medical record**
- Providing false or misleading information may affect the safety of your care
- Please ensure contact details are **up to date**

---

## 7. Agreement

By submitting an online consultation, you confirm that you:

- Have read and understood this Fair Use Policy
- Agree to use the service responsibly
- Understand that online consultations are **not an emergency service**