

We are moving to a new online consultation system

On Thursday 23rd November we are moving over to a new online consultation system: **KLINIK**.
For further information, please see the frequently asked questions below.

What is Klinik?

Klinik is an online consultation service available through our website, tablets and smartphones.

Why is Mayfield Medical Centre moving to Klinik?

Klinik is not just an online tool but a total triage system that will improve the way patients' access care and how our staff can assess needs and find the most appropriate clinician or service to help. Although our current online system is good, Klinik will provide a fairer patient experience and make triage for our GPs safer and quicker.

Where and when can I access this service?

Klinik will be available between 8am - 4pm weekdays. It can be accessed on our website www.mayfieldmedicalcentre.co.uk

What if I do not have a computer/tablet or smart phone and cannot access the internet?

If you are unable to use the online form, our Patient Service Administrators will complete this with you over the telephone. We will also have access to KLINIK in the waiting rooms.

What kind of information do I have to provide?

To refer you to the right care pathway for clinical enquiries, the service asks you to describe your query, symptoms and their location. Naturally, you need to provide your personal and contact details so that we can contact you regarding the next steps in your treatment process. Please be aware if speaking to a Health Navigator it will be essential to provide this information.

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

Yes, if they have given permission for this (if a child is under 10 years of age, no permission is required). If you are using the service on someone's behalf, please indicate this on the form under 'Give your personal details' - tick the box 'I am using the service on someone else's behalf' and fill in your details.

What happens after I submit my request?

Once the form is submitted, our GP led, care navigation team will triage your request based on the clinical urgency of your condition and a decision will then be made on the next steps to be taken. Our team may call you or send you a text message to offer an appointment or signpost you to a more appropriate service.

What if I need help with more than one problem?

If you have more than one health related concern or an additional administrative query, please submit separate requests for each.

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

Yes, you will have the ability to request repeat prescriptions, test results, self-book appointment links and non-NHS administrative paperwork, e.g. Taxi Medicals, Insurance Reports.

Is my personal data safe with Klinik?

Yes, potentially sensitive data is stored using security features approved by the NHS. KLINIK assures compliance with regulatory and legal requirements for both UK and EU, i.e. GDPR, Data security, NHS Protection Toolkit and NHS Cyber essentials. Everything you write into the KLINIK form is secure and confidential and is copied into your medical record.

We hope that KLINIK will become the preferred way for patients to contact the surgery and that the telephone lines will then be readily available to patients who do not have access to the internet.

If there is something you are unsure of regarding KLINIK, we are here to help and to answer any further queries.