

Using an online form to contact your GP surgery

You can usually contact your GP surgery using a secure and confidential online form on their website.

You can use the form to let a GP know about any symptoms you're having, ask a question or follow up about something. This could be either about your own health or on behalf of someone you care for.

Your GP surgery will use the information you give them to make sure you get the right help.

How to use an online form

You can complete the form via your GP surgery's website.

Find your GP surgery (Link: <https://www.nhs.uk/service-search/find-a-gp>) to get their website details.

You may also be able to use the NHS App (Link: www.nhs.uk/nhs-app/) to access the form.

Just answer the questions and follow the online instructions.

If you find it difficult to complete the form or you do not want to use it, you can call or visit the surgery.

What happens next

Your GP surgery will usually send you an automated message straight away by text or email to confirm that they've received the online form and to tell you how quickly they'll respond.

They'll usually respond within 2 working days, but often much sooner.

Do not use an online form to request help if your medical problem is urgent.

The GP surgery's medical team will use the information you've provided to make sure you get the help that's right for you.

This could be:

- a face-to-face appointment
- a phone call or video consultation
- a short text or email message, for example to ask for further information

Consultations by phone, video call or sending a short text or email message can be more flexible and often mean the doctor, nurse or another health professional can help you sooner.

Benefits of using an online form

An online form is a quick and easy way of letting your GP surgery know what's wrong or raising a query or concern. This can help you get the right care when you need it.

They can also be more convenient for some people, for example, if you do not like to use the phone, or you find it difficult to call the surgery because of work or caring commitments.

If you start to feel worse and need urgent care

For urgent medical help, go to 111.nhs.uk (Link: <https://111.nhs.uk/>), or call 111 if you cannot get help online.

For emergencies, go to your nearest A&E (Link: <https://www.nhs.uk/service-search/find-an-accident-and-emergency-service>) or call 999 for an ambulance.

Video: how to access your GP surgery

This video explains how you can access a GP surgery, including how to contact the surgery, how you'll get care, and how face-to-face appointments have changed.

Watch the video about how to access your GP surgery on YouTube (Link: <https://www.youtube.com/watch?v=gXHPWbEmp5s>)

More in GPs (Link: www.nhs.uk/nhs-services/gps/)

Register with a GP surgery (Link: <https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>)

Appointments and bookings at your GP surgery (Link: <https://www.nhs.uk/nhs-services/gps/gp-appointments-and->

bookings/)

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Video consultations (Link: <https://www.nhs.uk/nhs-services/gps/video-consultations/>)

What to ask your doctor or other healthcare professional (Link: <https://www.nhs.uk/nhs-services/gps/what-to-ask-your-doctor/>)

View your GP health record (Link: <https://www.nhs.uk/nhs-services/gps/view-your-gp-health-record/>)

Using online services (Link: <https://www.nhs.uk/nhs-services/gps/using-online-services/>)

Online health and prescription services (Link: <https://www.nhs.uk/nhs-services/gps/online-health-and-prescription-services/>)

Accessing GP services for someone else, with proxy access (Link: <https://www.nhs.uk/nhs-services/gps/gp-services-for-someone-else-proxy-access/>)

Getting a fit note (Link: <https://www.nhs.uk/nhs-services/gps/getting-a-fit-note/>)

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