

TOP TIPS FOR USING KLINIK

H

How Important?

If you have more than one issue as a new health problem, pick the issue that is bothering you most (but remember the other options available on Klinik for additional enquiries about issues such as referral queries, sick notes etc).

A

Accurate

Double check your personal information – a wrong date of birth, telephone number or address will mean things can be delayed while we check that your Klinik form is attached to the correct set of notes.

D

Detail

Provide as much detail as you can. There is always a free-text box on every chosen option at some point, so you can add extra information there if the options that come up don't quite 'fit'.

The more information we have at the outset the better chance we have of making the right initial assessment first time. In the best case we may be able to provide a treatment based on the Klinik form without you needing to take further time to visit the surgery. If we do not have enough information we may contact you requesting that you provide more details, sometimes via a further Klinik form as it again enables the system to assign the right priority to the new information you supply.

F

Factual

Be factual as well as telling us your concerns and worries. For instance, giving us any health monitoring readings, dates of health related symptoms etc, can be really helpful to our clinicians.

A

Access

Give us information on your access needs if you are likely to need to come in to be seen. If you cannot access all of our sites or accept all contact methods please make sure this information is included.

C

Choice

There are lots of options to choose from on Klinik – please take a moment to look at them and pick what fits your issue. Many of them are simple request options which only require completion of one free text box.

T

Timeframe

For new/follow-up issues, include how long your symptoms/concerns have been present and whether they are getting worse, getting better or staying the same as this really helps us prioritise.

S

Specific

Be specific with what your concerns are and what you would like to happen. There is a section at the end for this for new health problems/follow-up issues. We cannot promise that we will always provide the type of contact for which you are asking, but we will try.

Please See overleaf for a few more tips on what NOT to do! >>>

Now we've shared what we hope have been some helpful tips for you overleaf, can you help us by avoiding the following pitfalls?

PLEASE DON'T ...

S

Same Information in multiple boxes

Copying the same information into every answer actually does not help you or us – it does not provide additional detail we need and makes it hard for clinicians to pick out the important information.

O

Omit important information

Please don't leave out any information that you think is important. The more information we have the better chance we have of making the right decision first time which is what we aim to do.

B

Be Unkind

We understand that patients get frustrated but insulting people who already work in an extremely demanding and often stressful environment will not help anyone and will likely lead to clinicians and staff leaving, creating longer waits for patients.