

ASK NHS GP APP FREQUENTLY ASKED QUESTIONS

- **What is the app?**

The ASK NHS GP application is an online application that can help you with your medical needs. You can use it to book or cancel routine appointments with your GP. It features a symptom checker that you can use 24/7 to check your symptoms.

- **How does it work?**

It works by recognising you as a Lewisham patient once you register with the ASK NHS GP application.

- **Will this app cost me any money?**

It is free to download the ASK NHS GP application and use it.

- **How much memory will it take up on my phone?**

It takes up approximately 4MB.

- **What happens with my personal details?**

To register with the ASK NHS GP application you will be asked to provide your surname, postcode, D.O.B and an email address.

When you use the symptom checker you will be given the option for your clinical summary to be shared with your GP, should you need to see a GP based on your symptoms.

The ASK NHS GP does not save any clinical information on your phone. It does save data on the NHS cloud.

- **Can the app link into my health records?**

The ASK NHS GP application does not offer you access to your health records. It does share your clinical summary with your GP as part of using the symptom checker which will connect to your health record. This can facilitate your GP to deal with your medical problem more efficiently when they see you.

- **What happens if I disagree with the outcome?**

If you disagree with the proposed outcome from the application so still have the right to access medical care by calling your GP practice, booking an appointment to see your GP or accessing the OOH services.

- **Is there a web version?**

There is no web version currently, but there will be in the future. We will share the information closer to the time.

- **Has this been tested by clinicians?**

The app has been developed by local GPs based on a similar app. The clinical algorithm for the ASK NHS GP application has been developed by a company called Advanced. This is a UK based company lead by GPs that work for the NHS. In Lewisham it has been tested by local clinicians to ensure that it is safe to use.

- **Has this been tested by patients?**

The app has been tested by members of the Public Reference Group at NHS Lewisham CCG as well as patient champions at ICO Health Group, as part of the development of the app, we have sought patient views to ensure that it is right for local people in Lewisham.

- **What if I need to want to see a doctor?**

You can use the symptom checker to check your symptoms and based on the urgency of your symptoms the ASK NHS GP application can offer you an appointment with your GP. If you do not agree with the outcome of the ASK NHS GP application you can ring your GP practice for advice or ring the OOH services.

- **Can I check symptoms of my child/baby?**

Currently only adults over the age of 18 years old can use the ASK NHS GP application.

- **Can I seek a second opinion?**

You can ring your GP practice if you are not happy with the outcome of the ASK NHS GP application and you can seek another opinion for your symptoms.

- **Why is the virtual nurse a woman?**

The virtual nurse was selected by the Ask NHS pilot group, in the West Midlands pilot region.

- **Where does the name Olivia come from?**

The name Olivia was chosen by the pilot group in the W Midlands.

- **Is the app available in alternative languages?**

The app is available in 5 languages (Mandarin, Cantonese, Japanese, Arabic and Dutch) as well as English. More languages will be available in the future.

- **Is there a version for special needs (deaf/blind)?**

Patients can communicate with Olivia by voice or SMS

- **I have concerns or a complaint with regard to the app?**

If you have any comments or concerns about the app we want to hear from you. You can contact us in a variety of ways: by email: asknhsgp@onehealthlewisham.co.uk, by telephone 02036402113, on Twitter: @OneHealthLsham.

- **Why has Lewisham CCG decided to develop an app?**

NHS Lewisham CCG commission, monitor and buy NHS services aimed at improving health for people in Lewisham. The CCG is working with OHL to help local people to help people get access to the right care, in the right place at the right time.. Using new technologies, OHL is working towards the goals of a national programme (the GP Forward View) Online Consultations to overcome difficulties accessing services such as self-care advice and GP appointments. This includes developing online consultations, online access for patients to clinical triage systems, patient support for online self-care and self-management services and wider more innovative choice of digital services in general practice with the use of an app.

- **Can I still ring my GP for an appointment?**

Yes of course you can always ring your GP for an appointment, the app is another way to help you get access to the right service at the right time.

- **Why are there so many questions?**

The questions are designed to assess symptoms in a clinically safe way. They are deliberately robust and thorough to ensure the app can provide advice for the right onward service. The symptom checker takes approximately only 4 minutes. Include NICE accredited evidence protocol.

- **I do not live in Lewisham, can I still use the app?**

Anyone can use the symptom checker, however if you need an appointment at your GP, then only Lewisham patients can access this service as it is linked to practices in Lewisham.