

Let's Get Digital: Managing Your Health Online



Managing your health online

As healthcare continues to move online, it is important to feel confident accessing relevant information and services as an unpaid carer.

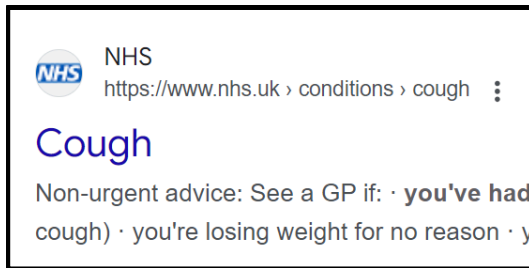
Being able to access services such as GP appointments, consultations, and prescriptions can empower you to take control of your own health whilst supporting you to look after the person you care for.

Searching for accurate health information:

Whilst the internet has a wealth of useful information, we need to be mindful that not everyone online is a health expert!

We recommend always using trusted websites (e.g. the NHS website) to search for answers. Remember, if you're ever in doubt, contact your registered GP.

1. Open Google on your device.
2. Search for a health problem and add NHS to the end (e.g. cough NHS).
3. Look for the result which will take you to the NHS website.
4. You can also use the Health A-Z feature to search for accurate information about any condition you want to know more about (e.g. dementia).



The NHS app:




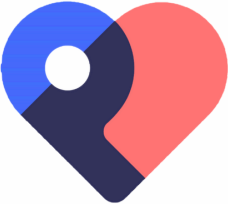
The NHS App allows you to access key services like booking GP appointments (GP dependent), ordering repeat prescriptions, viewing your medical records, and even receiving health advice from one place. Before you can access these services, you need to register with the app.

1. Download the app from the App Store or Google Play Store.
2. Open the app and follow the prompts to create an account (with an email address, password, and phone number).
3. You will be asked to verify your email address and phone number with a code sent to each of them.
4. Verify your identity by uploading a photo of your ID (driving license/passport) and taking a short video of yourself.
5. Once verified, the app will link to your GP surgery so you can access its features to manage your health.

If you need additional support in downloading or registering for the NHS app, please get in touch with us so our digital support team can help you.

Booking/managing GP appointments and consultations online:

The ways in which you can book GP appointments depends on the GP you are registered with - we know this can make things confusing! However, it also means we have more choice when booking appointments. Here are some of the ways we can manage appointments:

Contact	Definition	Pros and Cons
<p>Telephone</p> 	<p>Book appointments and other GP enquiries directly over the phone from 8am onwards.</p>	<p>Always the first contact for same day appointments/urgent.</p> <p>Often long waits to get an appointment</p>
<p>NHS app</p> 	<p>Book GP appointments, order prescriptions, seek advice and view GP health record from the NHS app.</p>	<p>Everything is in one place and can link accounts with the person you care for.</p> <p>Not all GPs allow you to book appointments on here yet.</p>
<p>PATCHs e-consultations</p> 	<p>An online consultation service to get in touch with your GP quickly - fill out a form with details of your issue.</p>	<p>Quick response time (24 - 48hr) and accessed easily (GP website).</p> <p>Not all GPs use this service yet.</p>
<p>GP Online Services</p> 	<p>An online form you complete on your GPs website to book appointments via their choice of online service provider.</p>	<p>Can attach photos.</p> <p>Sometimes requires you to take photo ID to your GP to get log in details.</p>

Source: BOSS Managing your health module

The easiest way to find out what online services your GP offers is to go to their website.

1. Go to your GPs website (e.g. meanwoodgrouppractice.co.uk).
2. Search for a heading that says 'Online Services'.
3. You will find a list of the online services they offer along with any relevant forms you may have to fill out.
4. To gain access to somebody else's online services (as a carer) there will usually be an additional 'proxy access' form to fill out and return to the GP with two forms of ID. You will then be granted access.

If you need additional support in registering for online services, please get in touch with us so our digital support team can help you.

Managing your caring role and specific health conditions:

Beyond NHS services, there are lots more resources you can access online to support your caring role and specific health conditions. We recommend taking a look at our 'Useful Apps and Websites' guide for a full list, but here are just a couple of our favourites:

Jointly (Carers UK):

Created by Carers UK, this app is designed for unpaid carers - share tasks and information with other carers who share caring responsibilities. Sign up for free with the access code 'WESTYORKS'.

MindWell Leeds:

The mental health website for adults in Leeds, offering guidance on what support is available in the city along with key information on specific mental health problems to support your wellbeing.

