Information for care homes

askmyGP

Simple steps to patient care

A. askmyGP start page

B. Choose who the request is for

Setting up an account as a proxy

1. Go to the website of the GP practice where your resident is registered and click on the askmyGP logo.
2. Sign up as a new user from the welcome page (A), selecting 'Consult your GP' and 'Sign up as a new user.' (Please ensure that the practice name given in the top left corner is correct.)
3. Use a work email to set up an account with askmyGP. This must be different to any email addresses you have used as a patient in your own right. Use details relevant to your job as a carer (ie. care home telephone number)

Please note: A different email address must be used for each practice where you are acting as a proxy for your residents.

Logging a request for a person in your care

1. Log in to askmygp at the GP practice where your resident is registered.
2. Check correct practice name in top left. Select: 'consult your GP' (A)
3. Choose: I am asking as a 'parent or carer.' (B)
4. If the patient is already listed under your care, select 'Create new request.' Otherwise select 'Add another patient' and fill in their details. (C)
5. You will then be asked a few short questions about the patient's request. (D)

Managing details of those in your care

➔ Open requests for all patients in your care can be viewed from the 'Home' screen, accessible from the menu bar. Past requests can be viewed under 'view past requests.'

➔ If a patient is no longer in your care, you should ask the surgery to remove that patient from your account. To do so, log a request for them, selecting 'any other question' when prompted and ask the surgery to make the necessary changes.
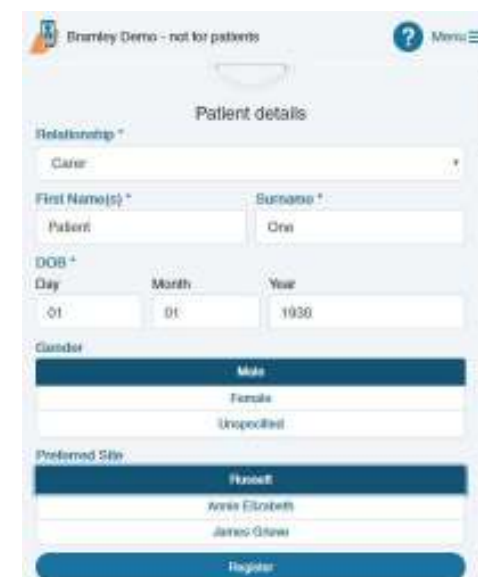
C. Register patient in your care
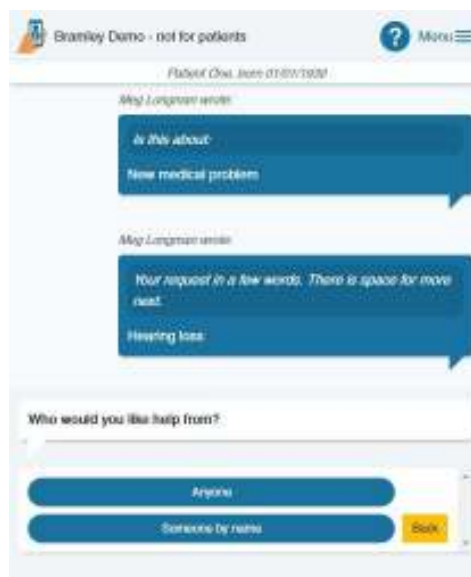
D. Give simple details of problem

E. The GP will respond soon