



askmyGP Patient User Guide

The best way to get help from us is now askmyGP. All you need to do is enter your details (as a patient, parent or carer) and we'll ask a few questions about the problem, whatever it is. We aim to respond that same day. Please help us to help you with askmyGP, so the phone lines are not clogged for those who have no internet or smartphone.

This guide aims to help you to navigate askmyGP anytime you wish to contact us.

New User

If this is your first time using askmyGP, please follow the instructions below. If not, skip to **Existing User**.

First, go to our website – www.burnbraemedicalpractice.co.uk – and click on the link for askmyGP, located on the home page.



[Click for help with Burnbrae askmyGP](#)

The main page will load.

Welcome to askmyGP

Get help from your practice on any matter. Send any time, we respond in working hours

Enter your problem heading. Please be specific.

50 characters left. You may add more detail later.

Quick self help

Consult your GP

Do not use in emergencies

NHS advice on Coronavirus (COVID-19)

Our service times

When is your GP working?

Click on **“Consult your GP”** to send a message to the Practice.

Do you have an askmyGP login?

This is not the same as other GP online services you may use.
Patients must be registered at Burnbrae Medical Practice

Sign up as a new user

Login existing user

As you have not used it before, click on **“Sign up as a new user”**.

Sign up to askmyGP

You can do it here and now. Your email address may be used only once.

First Name(s) *

Surname *

Email *

Phone Number *

Alternative Phone Number

Postcode *

Password *

Please accept [The end-user licence agreement](#)

Confirm

Privacy Policy

We may email you concerning your personal requests. We may process your personal data, which may be shared in anonymised form for research purposes. We do not email patients for marketing purposes or pass your personal details to third parties.

Enter all your details. If you are intending to do this on behalf of someone **enter your details** (not the other persons). There will be time to do that at a different stage.

Make sure your password strength displays as green, otherwise it will not let you proceed.

Accept the terms and conditions and click **Confirm**.

NOTE: Ensure you keep your password safe!

You have now signed up for askmyGP! To create a request for advice/treatment, please see **Creating a Request**.

Existing User

First, go to our website – www.burnbraemedicalpractice.co.uk – and click on the link for askmyGP, located on the home page.



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The main page will load.

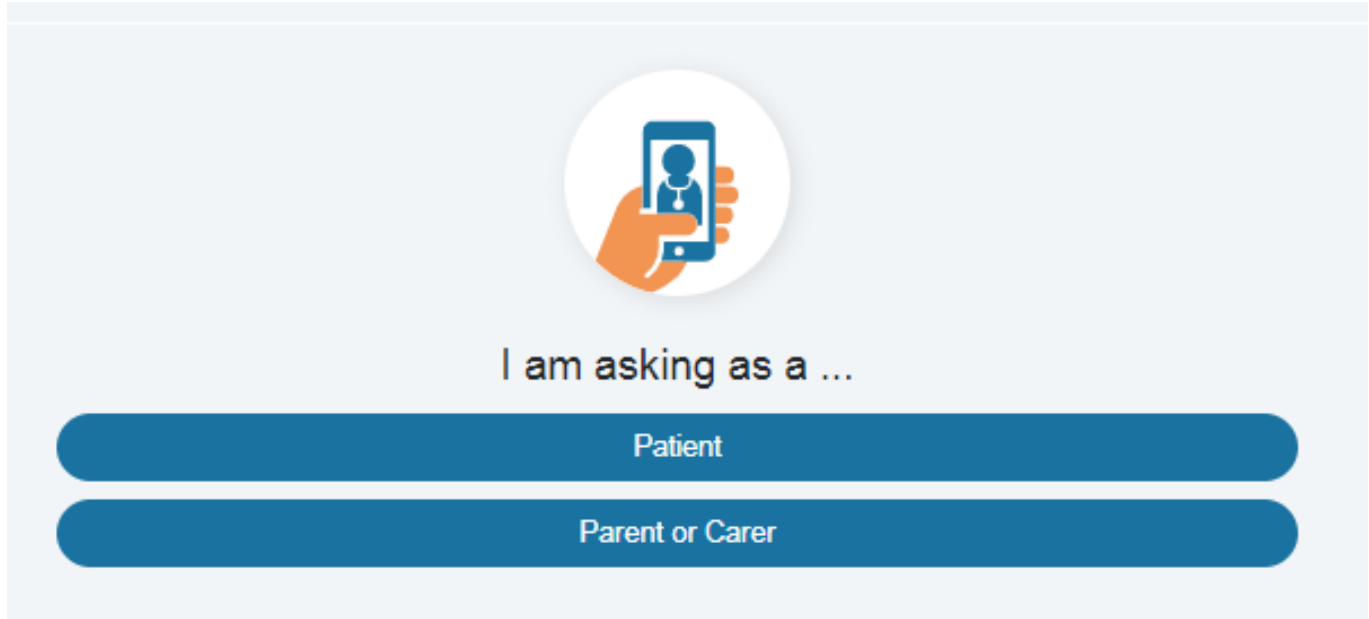
Click on **“Consult your GP”** to send a message to the Practice.

As you have not used it before, click on **“Login existing user”**.

Login using the email address and password you used when you original registered. If you have forgotten your password, use the **Forgotten Password?** link. You will be asked to enter your email address and they will send a reset password link to you. If you can't remember which email address you used to register, please contact the Practice.

Creating a Request

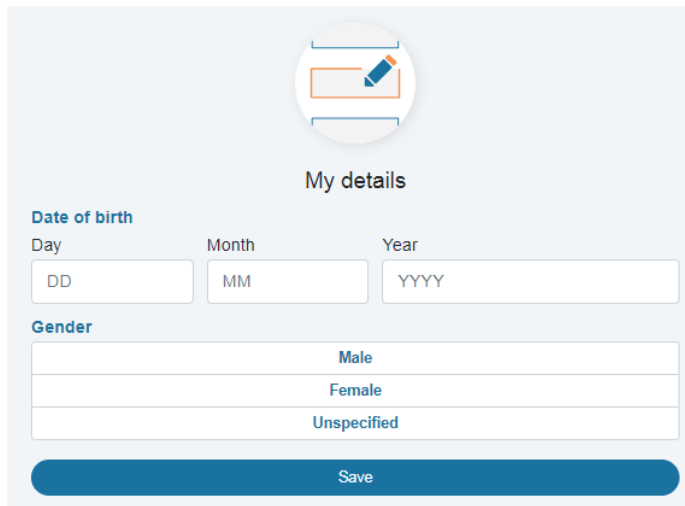
When you have successfully registered, or successfully logged in you will see this screen:



If you are looking for advice/treatment for **yourself**, click on **Patient**.

If you are looking for advice/treatment for **someone else** (like a child, elderly relative or friend), click **Parent or Carer** (now go to the Parent/Carer Request section).

If this is your first time sending a request, you will be asked some personal details which allow us to identify you against our clinical systems. **Please check these before moving to the next step.**



Note: If you are an existing user, you will not be asked this each time you wish to make a request.

You will then be asked some questions relating to your health concern. We would be grateful if you put as much information as possible. This allows us to give you more accurate and appropriate information.

Please answer these honestly.

Once you have gone through all the questions, this will be sent to the Practice. You can log out in the meantime and await a reply.

When you receive a reply, you will receive an email asking you to log in to your askmyGP account to view the message. You may have the opportunity to reply to any messages.

The messages will display as if it were an on-going conversation:


The screenshot shows a chat interface with a light blue background. It contains several blue speech bubbles for questions and responses, and a white speech bubble for a final message. The messages are as follows:

- Question 1:** *Who would you like help from?*
Response: Anyone
- Question 2:** *How long have you had this problem?*
Response: test
- Question 3:** *Please describe your symptoms and any idea of the cause.
What are your concerns today?
How would you like us to help?*
Response: test
- Question 4:** *How would you like us to resolve your request?*
Response: Email message
- Final Message:** Thank you, service is now open and we will respond as soon as possible. Please look for any emails from no-reply@askmygp.uk.

Timestamps and sender information are visible at the bottom of each message block:

- 27/03/2020 10:16 (next to the first question)
- 27/03/2020 10:16 (next to the second question)
- 27/03/2020 10:16 (next to the third question)
- 27/03/2020 10:16 (next to the fourth question)
- Bumbræ Medical Practice wrote: 27/03/2020 10:16 (next to the final message)

Parent/Carer Request




I am asking as a ...

Patient

Parent or Carer

If you are looking for advice/treatment for **someone else** (like a child, elderly relative or friend), click **Parent or Carer**.

If you have done this before, a list of patients will be displayed. Simply click on the person you wish to ask advice for.



Patients I care for

Add another patient

If not, click **Add another patient**.

Enter their details as requested. **Please check these before moving to the next step.**

Patient Details

Relationship *

First Name(s) * **Surname ***
DOB *
Day Month Year
Gender

Register



Patients I care for

Patient Name

Create new request

Add another patient

To create a request for a person you have added, click Create new request next to the person's name.

You will then be asked some questions relating to their health concern. We would be grateful if you put as much information as possible. This allows us to give more accurate and appropriate information.

Please answer these honestly.

Once you have gone through all the questions, this will be sent to the Practice. You can log out in the meantime and await a reply.

When you receive a reply, you will receive an email asking you to log in to your askmyGP account to view the message. You may have the opportunity to reply to any messages.

If you have any other questions, please contact the Practice and one of our Patient Care Advisors will be happy to help.