Helping Lewisham patients get the care they need when they need it.

We are working hard to make sure that patients in Lewisham get the right service at the right time. For patients that need to see a GP, we want to make sure that they can get access as quickly and conveniently as possible and this now includes access through mobile phones or smart devices.

The ASK NHS GP app is free to download and features an interactive symptom checker which triages patients to the most appropriate onward care (self-care, GP appointment, accident and emergency) within an appropriate timescale.

NHS Lewisham CCG

NHS Lewisham Clinical Commissioning Group is a membership organisation made up of 38 local GP practices across Lewisham and it is responsible for planning and buying NHS services aimed at improving health for people in Lewisham.

One Health Lewisham GP Federation

One Health Lewisham is wholly owned by the GP practices in the borough of Lewisham, working together on behalf of practices, patients and staff to deliver safe, effective and responsive healthcare services.
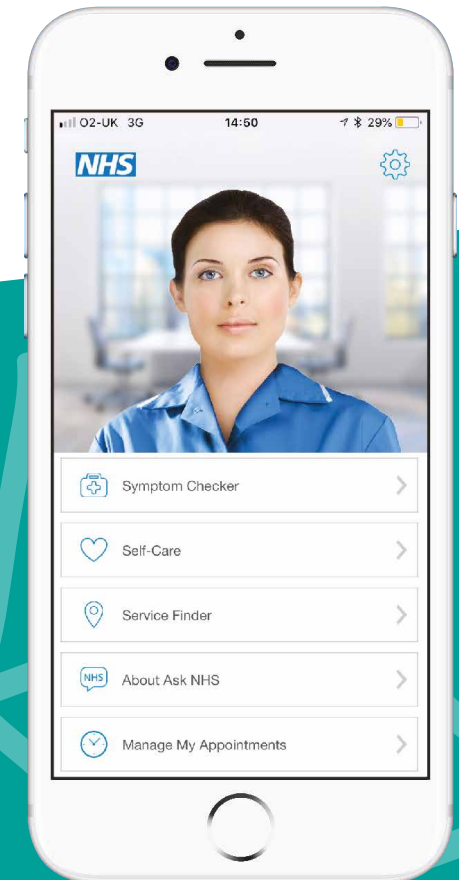
Download the free ASK NHS GP app

ASK NHS GP

POWERED BY
SENSELY

Download on the App Store

GET IT ON Google Play

ASK NHS GP

Follow us on Twitter at:
@OneHealthLsham or visit us at
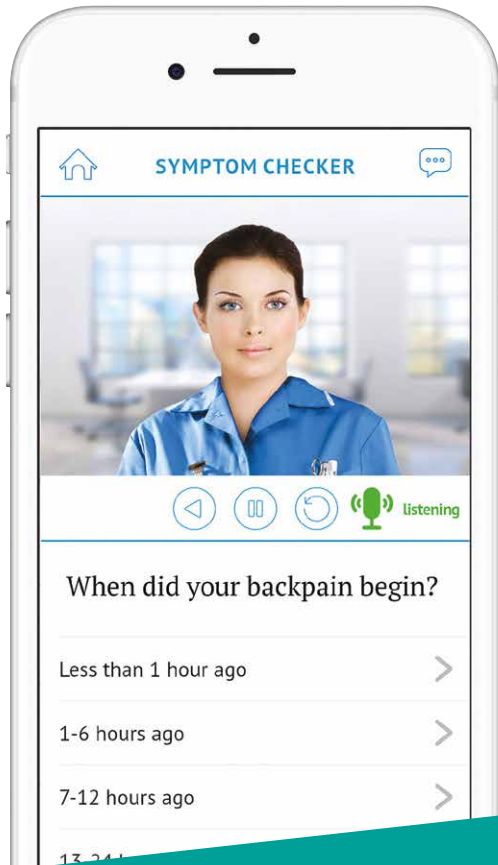**www.onehealthlewisham.co.uk/asknhsgp**

ONE HEALTH LEWISHAM

NHS Lewisham
Clinical Commissioning Group

ASK NHS GP

Check your symptoms and get the care you need. Your GP says there's an app for that!

NHS

Symptom Checker

Self-Care

Service Finder

About Ask NHS

Manage My Appointments

About the ASK NHS GP app

NHS Lewisham Clinical Commissioning Group (CCG) has commissioned One Health Lewisham (OHL), to develop and deliver the new mobile application ASK NHS GP to support patients registered with a Lewisham GP to get easier access to care services.

SYMPTOM CHECKER

listening

When did your backpain begin?

Less than 1 hour ago

1-6 hours ago

7-12 hours ago

13-24

Ask virtual assistant Olivia about your symptoms and she will help you with your next steps.

How does it work?

The app enables patients to interact with a virtual healthcare assistant called Olivia. She asks a series of questions (approximately 15), to assess your symptoms in a clinically safe way, using NICE accredited evidence based protocol. Olivia will then recommend the most appropriate onward care which includes self-care advice via NHS Choices, appropriate GP appointment, GP call back, advice from NHS Choices and direction to urgent or emergency care.

For patients who need to see a GP, ASK NHS GP can prioritise those patients into the most appropriate appointment slots based on their needs. Patients are able to directly book an appointment be either urgent or routine without having to call the practice.

In addition, a transcript of the questions and answers is sent to the patient's practice helping to make the consultation more efficient and effective for both the patient and the GP.

Using the app can help patients take more control of their own health.

- Check your symptoms
- Book GP appointment
- Arrange GP call back
- Advice from NHS Choices
- Available 24/7

Where do I get the app from?

ASK NHS GP is available on both iOS and Android phones and smart devices. It is free to download from the App Store (Apple devices) or Google Play (Android devices).

What other services are available through the ASK NHS GP app?

ASK NHS GP offers a self-care option which directs the patient to information from NHS Choices, a service finder for information about local healthcare services (dentists, pharmacies and A&E). You can also book and cancel appointments at your GP practice.

Can I book an appointment with my GP?

Depending on your symptoms, if you need to see a GP the app will direct you to appropriate appointments available at your GP practice.

Who can access the app?

All patients who are registered with a GP in Lewisham can access services through this app. Anyone can download the symptom checker. Patients with mental health symptoms and carers are advised to contact their GP. This app should not be used for patients under the age of 18 years old.

When can I use the app?

The app is available to access 24 hours a day, 7 days a week on your personal device.

Useful information

For more information about ASK NHS GP visit, **www.onehealthlewisham.co.uk/asknhsgp**

If you have any comments about ASK NHS GP please contact One Health Lewisham **asknhsgp@onehealthlewisham.co.uk**

If you need this leaflet in another language or format please contact One Health Lewisham on **asknhsgp@onehealthlewisham.co.uk**