

Using the Internet to access GP services

You should always contact a doctor whenever you need to

This can be done easily using a digital device such as a smart-phone or tablet.

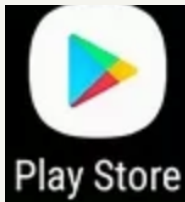
You can register with your GP to make requests online. You can order repeat prescriptions, check your health and vaccination records, and make appointments on the GP practice website.

You can also see a GP from home using the LIVI app, using video calling.

The NHS app is another useful resource. It shows your COVID vaccination history. This is not the same as the NHS COVID-19 app.



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Downloading an app

- Select the App Store (iphone or ipad only)
- or the Play Store (Android only)
- Search for 'LIVI 'or 'NHS' by clicking in the box and typing its name.
- Click to download the app.

Accessing your GP surgery website



- Select the Internet browser
- Search for 'Find Your GP Surgery' or 'Book a GP appointment online' and select the NHS website.
- Then enter your details in the box to find your practice.

Find a GP

Enter a town, city or postcode in England

Search

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You will need to enter your personal details in order to register including:

Your name, Date of birth, Address, GP practice, NHS number

You can book a video appointment straight from the LIVI app. A GP will call you at a scheduled time to discuss your needs.

You can see your health data in one place, book a GP appointment from the NHS app or by registering on the practice website.



The screenshot shows the Livi app interface. At the top left is the UK flag and 'UK'. At the top right is the NHS logo and 'Providing NHS services'. In the center is a circular profile picture of a female doctor with a stethoscope. Below the photo is the text 'Welcome to Livi' and 'See a GP by video. Free on the NHS for patients of our partner GP practices.'



The screenshot shows the NHS app interface. At the top is the NHS logo. Below it is the text 'How are you feeling today?' and a white button with the text 'Get health advice'.

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What to do if you feel ill in North Tyneside

healthwatch
North Tyneside

There are several ways to get medical help when you feel ill and it can be confusing to know which service to use when. Here is a round up of your options in North Tyneside.



NHS 111

Available 24 hours. Phone 111 or visit 111.nhs.uk for medical advice and information. They will help you get the care you need and can make you an appointment with your GP or Urgent Care Centre.



Local pharmacy

Your local pharmacy can give you advice, help you look after yourself and treat minor conditions.



Your GP practice

Most practices are using a triage system either by phone or online. You will need to explain the problem you have and support you need so that the practice staff can arrange the necessary care. Evening and weekend services are also available at hubs across the borough.



See a GP
in a moment.
Without leaving
home.

Free on the NHS app for patients
at the GP practice.
livi
See a GP by video

Livi

A video consultation with a GP who has access to your medical records. Appointments are available Mon-Fri 7am-10pm, Saturday and Sunday 8am-4pm. You will need to download the app and register to join the service.



Urgent Care

At North Tyneside General Hospital (Rake Lane), Urgent Care provides medical care for minor injuries and illnesses which are not life-threatening. Ring 111 first.



Accident and Emergency

Treatment for the most serious, life threatening conditions at the Northumbria Special Emergency Care Hospital (NSECH) in Cramlington or the Royal Victoria hospital (RVI) in Newcastle. Ring 111 or 999 first.

For more details about each of these services or for more information about Healthwatch North Tyneside: Visit hwnt.co.uk | Telephone 0191 263 5321 | Email info@hwnt.co.uk

