

What is Klinik?

Introducing Klinik

We are launching our new system called Klinik to support access to our services.

The demand for General Practice services as we move through the pandemic has been greater than the supply of appointments. This has led to significant challenges and we are very aware that patients have sometimes struggled to access the care they feel they need in a timely manner.

In response to this we have made efforts to improve our phone answering capacity and been using the online “eConsult” platform only during normal working hours.

Klinik will replace eConsult and be available initially via the website <https://shoremedical.co.uk/> before we introduce it for all appointment requests in the near future. Our phone lines and front desks will of course remain open, but we hope as many patients as possible will use Klinik and find it helpful and responsive, in turn allowing better access to those who rely on traditional contact.

We are pleased to be able to offer access for patients to upload queries 24 hours a day 7 days a week with timely responses during working hours.

Klinik allows queries and requests to be assigned directly to the appropriate team within Shore.

Appointment requests are directed to our Care Navigation team of GPs, other clinicians and trained staff who triage the requests. Triage is the assignment of the degree of urgency of illnesses to decide the order of treatment of a large number of patients.

The increasing demand for healthcare services, coupled with reducing GP numbers and staff absence due to isolation, has made triage an essential part of our service. Our aim is to ensure that we direct patients to the right person to best address their needs first time. This will now often not be a doctor. There is a national shortage of GPs, and Shore, along with all Practices in the country, has not been able to recruit to all vacant posts. However, we do have an increasing team of highly skilled healthcare professionals to provide care that is needed. This team includes Advanced Nurse Practitioners, Nurses, Clinical Pharmacists,

Mental Health Specialists, Physiotherapists, Paramedics and social prescribers. Triage allows us to use all these Teams appropriately, leaving our GPs to look after those with the most complex needs.

To ensure you are directed appropriately the Klinik platform will ask you for specific symptoms or to provide information to support your query. Please do help us to help you by being as thorough as possible in your responses. Our telephone and front desk teams also need to ask for the same level of information.

We will deal with all urgent submission on the day if submitted before 4pm. Non-urgent requests will be dealt with in a timely manner and we ask you to wait for a response and not submit further requests unless your issue worsens.

Using other Online Services and other methods of contacting us

We would ask our patients to still use your current online services to order repeat medication and viewing your online records. This could be via the NHS App or SystemOnline.

If you do not have access to an internet device, you can still phone the surgery or come into your usual surgeries. The questions you will be asked will be the same as those online.

How can I make an appointment?

We are very aware that recently getting an appointment has often meant a long wait on the phone lines or for an eConsult to be submitted in working hours. This has been a challenge both for patients and our call handling staff. We want all patients to have the same opportunity to access our services and be able to prioritise clinical need.

You will be able to use the online form via our website to submit appointment requests for new medical problems or ask for follow-up. As the screenshot below shows, you will be able to ask for nursing appointments, fit notes, medical reports, and much more.

Using the online form will be the quickest and most efficient way for you to tell us about a new medical problem. Please be assured that the online form is not the only way to access our care. You can still call us or come to our surgery and our Patient care co-ordinators will guide you through the process.

Please click on the tile below which best represents the reason for your visit today

Self care-NHS health A-Z	Ongoing health problem	Medication requests/queries	Mental health
Sick/Fit notes	New health problem	Nurse enquiries	Submit home readings
Home visit request	Existing referral queries	Insurance report or other non-NHS service	Cancelling an appointment
General enquiries/update your details	For care home use only	Test results enquiry	I might have coronavirus (COVID-19)

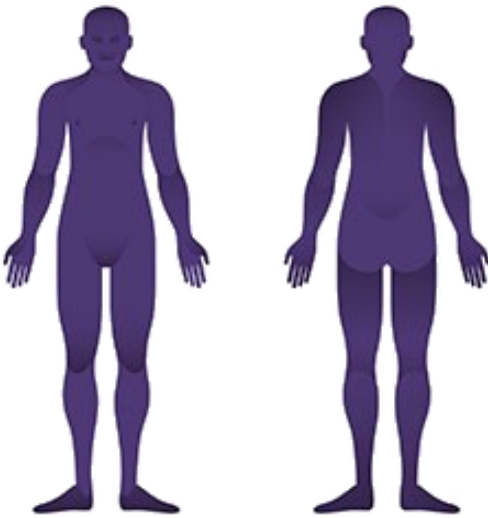
If you have a new or ongoing medical problem...

You will be able to choose between a new or ongoing health problem, with a separate access “tile” for mental health issues. The system will take you through a series of questions. The same questions will be asked by our patient care co-ordinators and reception teams if you are unable to get online. Depending on the nature of your main symptom you will be asked some further questions. This will help us direct your request to the right person and make sure urgent problems are highlighted quickly. If the system deems that your symptoms may be a sign of a medical emergency, you may be directed to contact NHS111, 999 or attend the Emergency Department (A&E). During normal working hours you can still choose to submit your request if you don't want to follow this advice, but this option is not available out of hours.

Our Care Navigation team will triage new submissions throughout the day and act on them as appropriate. This may mean they telephone or text you to ask for more information, arrange a telephone consultation or book a face-to-face consultation with the most appropriate clinician.

The new or ongoing health problem takes you through a process to identify your main symptoms.

Touch the body map at the location of your main symptom



Select "No location" if your condition is not limited to a particular body area.

Sex

Age

Duration of symptoms

Will I be able to see a GP?

One of our central aims is to ensure you see the right person first time. Sometimes this may mean waiting for a specific clinician or your usual GP if you have a problem that would benefit that continuity. If you have a long-term problem or need routine follow-up with a specific clinician, your query will be reviewed by the Care Navigation Team and actioned according to clinical need.

Our broad multi-disciplinary team includes Advanced Nurse Practitioners, Nurse Specialists, Nurses, Clinical Pharmacists, Mental Health Specialists, Physiotherapists, Paramedics and social prescribers.

Why did we decide to change?

Our population is changing and with it their needs. The traditional "one size fits all" model of general practice is no longer working. Some patients value continuity of care with a known clinician. Others want quick and easy access to healthcare.

Demands on our clinical team have been significant, increasing, and in all honesty unsustainable. Some of this demand is patient-driven, sometimes related to “wants” rather than “needs”, and some of the provision has been challenged by the difficulties in recruiting staff and, of course, the pandemic.

We are using technology more and more in our everyday lives; video calling to catch up with our families, online banking apps to transfer money to friends, and ordering the weekly supermarket shop online. Ahead of launch we are sharing details of Klinik with our patient participation group (PPG) and will incorporate their feedback as we develop the system with the team at Klinik.

The Klinik tool brings a digital option for patients to quickly and easily input details about their health problems without the need to be on hold for a long period of time or wait for the surgery to open. We are confident that Klinik will be a better system for patients and staff alike.