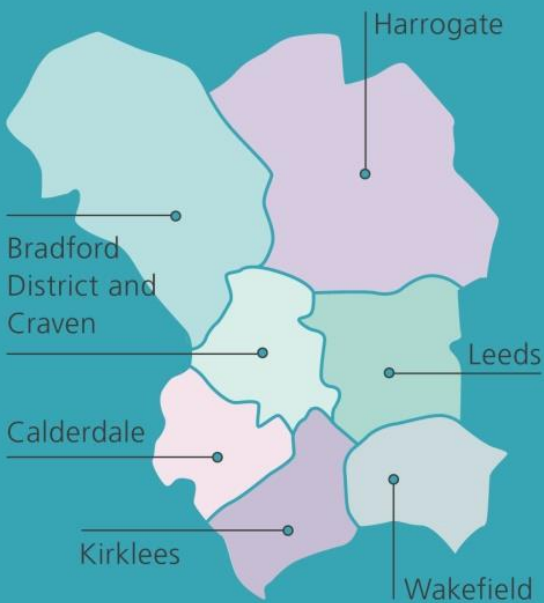


Telling our Partnership story



Proud to be the West Yorkshire and Harrogate Health and Care Partnership

Committed to improving the health and wellbeing of people living in:



- > Working to improve people's health with and for them
- > Improving people's experience of healthcare
- > Making every penny in the pound count
- > Working to keep people well and make life better for **2.7** million people living in West Yorkshire and Harrogate.

West Yorkshire and Harrogate Health and Care Partnership



“We're impressed with the speed and efficiency of GP Online Consultation”



With a few clicks using a smartphone, tablet or computer, people can contact their GP practice about a new problem or an ongoing issue



Our ambition

99% of GP practices across West Yorkshire and Harrogate are now using **GP Online Consultation**.

Our ambition is to make sure that 100% of patients have access to the service if they want to use it.

What we are doing

Here's one patient's story about how they used **GP Online** safely and securely.

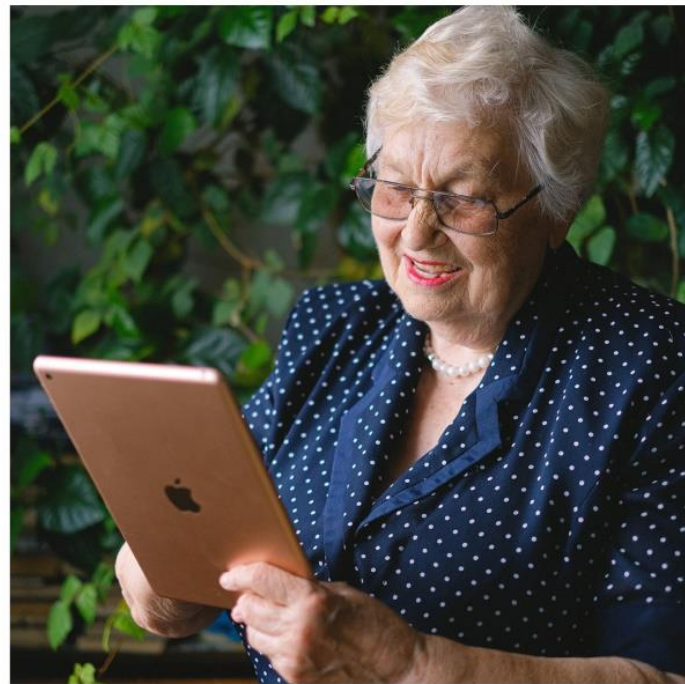
A patient worried about a mole on his back filled in the **GP Online Consultation** form available on his GP's website. He took a couple of photos on his mobile phone and attached them to the form.

The GP reviewed the e-consultation the next morning and thought the mole looked suspicious. Using the two-way messaging functionality, the GP contacted the patient and asked them to come into the surgery for a thorough examination after which the GP made an urgent referral to the hospital.

The GP attached the photos to the referral so that the consultant had a better idea of what they were dealing with.

The patient attended the hospital the next day and had the mole removed two weeks later.

Both the patient and their GP said they were extremely impressed with the service and efficiency of **GP Online Consultation**.



What next?

Using technology, like GP Online is an important part of the care we provide. It complements face-to-face and telephone advice.

While the acceleration of digital technologies like this comes at a crucial stage for care, we must continue to meet the needs of all those who need help.

We know not everyone can use online facilities. But if every patient who can does, it helps make sure we can look after those who can't.

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A partnership made up of the NHS, local councils, care providers, Healthwatch, community and carers organisations.

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West Yorkshire and Harrogate
Health and Care Partnership

