



## Capri Healthcare Ltd

Unit 7, Queens Gate

121 Suffolk Street

Birmingham - B1 1LX

West Midlands

# v-Consult User Document for Patients

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# v-Consult patient-user guide

v-Consult is an online consultation service, which provides you with a range of services.

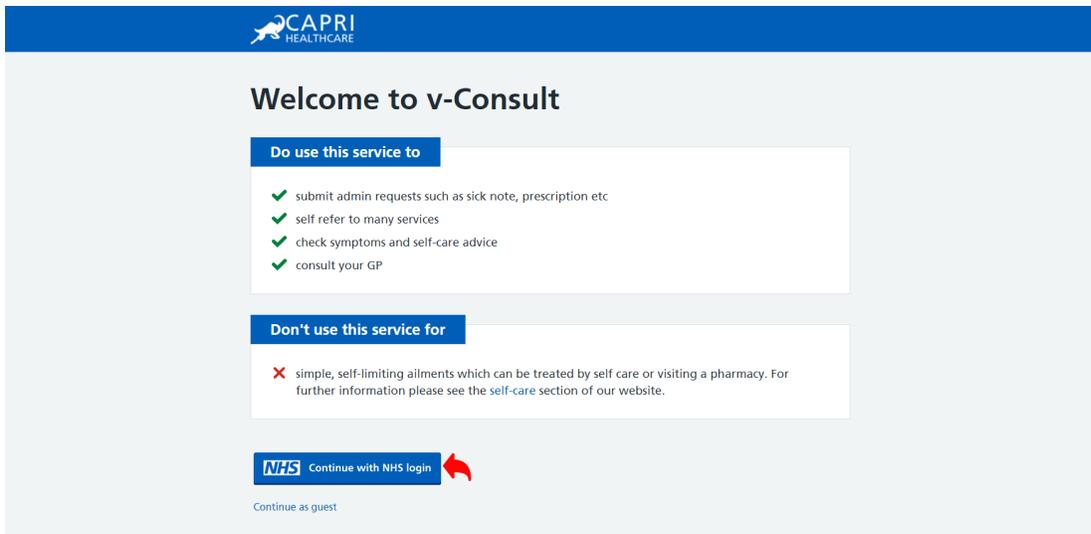
You can make use of v-Consult to:

- Request a new consultation/appointment
- Request a follow-up appointment
- Request a long-term condition review with the nurse
- Make a medication query with a pharmacist or a doctor
- Make admin enquiries, such as new patient registration, sick note etc.
- Access to Self-care and other useful information
- Access NHS symptom checker

## How can I request an online consultation?

You have to navigate to your practice website, on the Home page, click on **Online consultation or v-Consult** to request an online consultation.

Step 1: Click on the **Continue with NHS login or Continue as a Guest** on the Homepage of the v-Consult.



The screenshot shows the v-Consult homepage. At the top is the CAPRI HEALTHCARE logo. Below it is the heading 'Welcome to v-Consult'. There are two main sections: 'Do use this service to' and 'Don't use this service for'. The 'Do use this service to' section lists four items with green checkmarks: 'submit admin requests such as sick note, prescription etc', 'self refer to many services', 'check symptoms and self-care advice', and 'consult your GP'. The 'Don't use this service for' section lists one item with a red X: 'simple, self-limiting ailments which can be treated by self care or visiting a pharmacy. For further information please see the self-care section of our website.' At the bottom, there are two buttons: 'Continue with NHS login' (with the NHS logo and a red arrow) and 'Continue as guest'.

Step 2: If you prefer to continue with NHS login, please enter your **NHS login credentials**.

- **Email**

**Cookies on NHS login**

Cookies collect information about how you use NHS login to help us make our site work as well as possible.

We would also like to use analytics cookies to improve our service.

[Accept all cookies](#) [Choose your cookies](#)

**NHS** NHS login

Sandpit Environment - Please do not use live data in this environment

**Enter your email address**

Email address

[Continue](#)

- **Password**

**Cookies on NHS login**

Cookies collect information about how you use NHS login to help us make our site work as well as possible.

We would also like to use analytics cookies to improve our service.

[Accept all cookies](#) [Choose your cookies](#)

**NHS** NHS login

Sandpit Environment - Please do not use live data in this environment

[< Back to: Enter your email](#)

**Enter your password**

Enter your password to log in.

Password

[Forgotten your password?](#)

[Continue](#)

- **OTP (security code) code**

We would also like to use analytics cookies to improve our service.

[Accept all cookies](#) [Choose your cookies](#)

**NHS** NHS login

Sandpit Environment - Please do not use live data in this environment

### Check your mobile phone

Enter the 6 digit security code we've sent to \*\*\*\*\*0887.

[▶ Not received your security code?](#)

Security code  
The code is 6 numbers

Remember this device and stop sending security codes

[▶ What does remember this device mean?](#)

[▶ I do not have access to my mobile phone](#)

[Continue](#)

Step 3: If you want help, click on **I need help for myself**. If someone else needs help, click on **I need help on behalf of a patient**.

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### Tell us who needs help

If you are looking for medical advice or would like to arrange online or video consultations, please select from the options below:\*

I need help for myself

I need help on behalf of a patient

[Back to previous page](#) [Next question](#)

[Home](#) [Practice website](#) [v-Consult privacy policy](#) Powered by v-Consult version 3.2

Step 4: If you click on **I need help for myself**, all your personal information will be extracted from the NHS data. Click on the **Next question** to continue with the process.

**Under 13 years old**

If the patient is under 13 years old then parents consent is required.

If the child is below 13 and requires urgent assessment today, then DO NOT use this form and call the surgery.

Tell us about you, or the person you're asking about?

First name* Mona	Last name* MILLAR
Gender* Female (including trans woman)	Day Month Year 12 02 1968
Email* testuserlive@demo.signin.nhs.uk	Phone number* 08511108041
NHS number (Find your NHS number)* 9686368973	<input checked="" type="checkbox"/> Registered patient* I confirm that I am registered with this practice.

[Back to previous page](#) [Next question](#)

Home Practice website v-Consult privacy policy Powered by v-Consult version 3.2

Step 5: If you have any mentioned emergencies, tick the relevant checkbox and get help immediately or click on **I have none of the above**.

### Check if it's an emergency

Check the symptoms below to assess, if it is a medical emergency needing urgent medical attention.

<input type="checkbox"/> <b>Signs of a heart attack</b> This means there is pain that feels like a very tight band, heavyweight or squeezing in the centre of your chest.	<input type="checkbox"/> <b>Signs of a stroke</b> This means face drooping on one side or unable to hold both arms up or difficulty in speaking.
<input checked="" type="checkbox"/> <b>Severe burns and scalds</b> This means chemical and electrical burns, burns that cause white or charred skin, burns on face, arms, legs or genitals causing blisters or large and deep burns.	<input type="checkbox"/> <b>Severe breathing difficulties</b> This means gasping or not being able to get words out or choking or lips turning blue.
<input type="checkbox"/> <b>Severe allergic reaction</b> This means rapid swelling of eyes, lips mouth, throat or tongue.	<input type="checkbox"/> <b>Severe bleeding</b> This means when the bleeding won't stop.
<input type="checkbox"/> <b>Seizure (Fit)</b> This means someone shaking or jerking because of a fit or is unconscious (can't be woken up).	

[Back to previous page](#) [I have none of the above](#)

Step 6: If you have any COVID symptoms, tick the relevant checkbox and get help immediately. If you do not have any of the mentioned emergencies, please click on **I have none of the above**.

## Check if it's Covid-19

Check the symptoms below to assess, if it is a covid-19 symptom.



**A high temperature (fever)**

This means that you feel hot to touch on your chest or back - you don't need to measure your temperature with a thermometer.

**A new continuous cough**

This means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).

**A change to your sense of smell or taste**

This means you have noticed that you cannot smell or taste anything, or that things smell or taste different to normal.

[Back to previous page](#)

[I have none of the above](#)

Step 7: To request a new consultation with the doctor, click on **I would like to consult on a new condition** under **How can we help you today?**



## How can we help you today?

This service is only for non-emergency/non-urgent cases that can wait for at least 2 working days. Please call your GP Practice directly for urgent request.

-  **Admin Query**  
Click this to view your blood results, medical records and request a sick note. [Start](#)
-  **I would like guidance and advice on self-care**  
Click this to read about your illness and self-care. [Start](#)
-  **I would like to check my symptoms**  
Click to check your symptoms and view treatments, including what to do and when to get help. [Start](#)
-  **I would like help with my ongoing / follow-up condition**  
Click this for follow-up consultation, general health check, medication review, asthma, blood pressure review etc. [Start](#)
-  **I would like to consult on a new condition**  
Click this to consult our doctors and clinicians regarding your new illness. [Start](#)



Step 8: Click on **New consultation with the doctor** to continue with the process.

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HEALTHCARE

## How can we help you today?

This service is only for non-emergency/non-urgent cases that can wait for at least 2 working days. Please call your GP Practice directly for urgent request.

**New consultation with a doctor**  
Click this to request a consultation for your new condition. **Start**

**Follow-up consultation with a doctor**  
Click this to request a follow-up consultation for your existing condition. **Start**

**Back to Previous page**

[Home](#) [Practice website](#) [v-Consult privacy policy](#) Powered by v-Consult version 3.2

Step 8.1: Click on the **Non Urgent Checkbox** and **Next Question**.

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## Check it's not urgent

Your GP Practice will assess your symptoms and will contact you with the appropriate follow-up advice within 1 working days.

If you think you need urgent attention, please phone your GP practice directly.\*

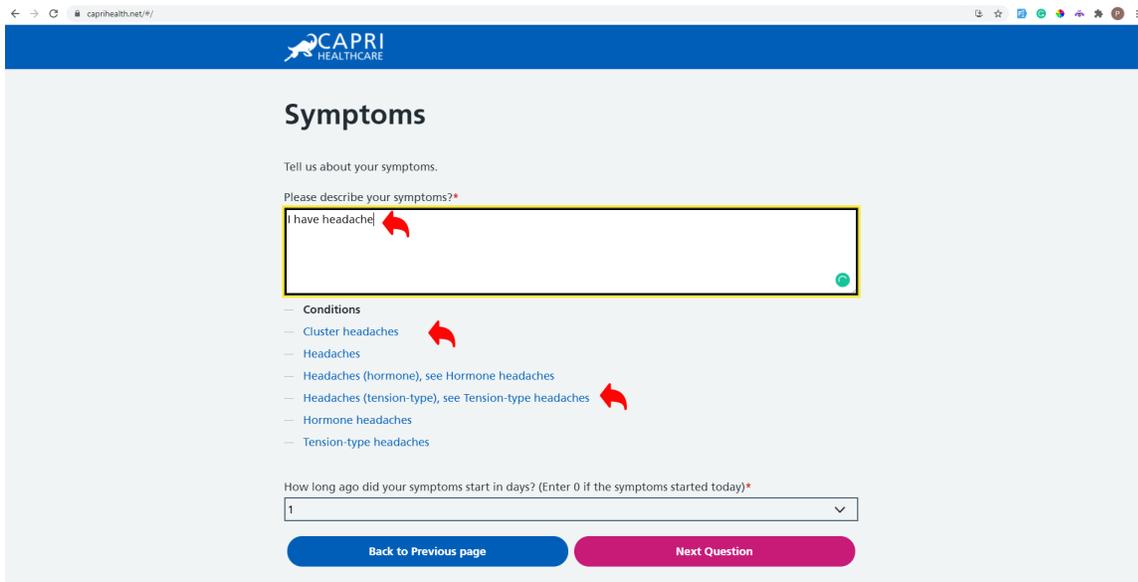
**Non-urgent request**

I understand that it may take upto 1 working days to respond.

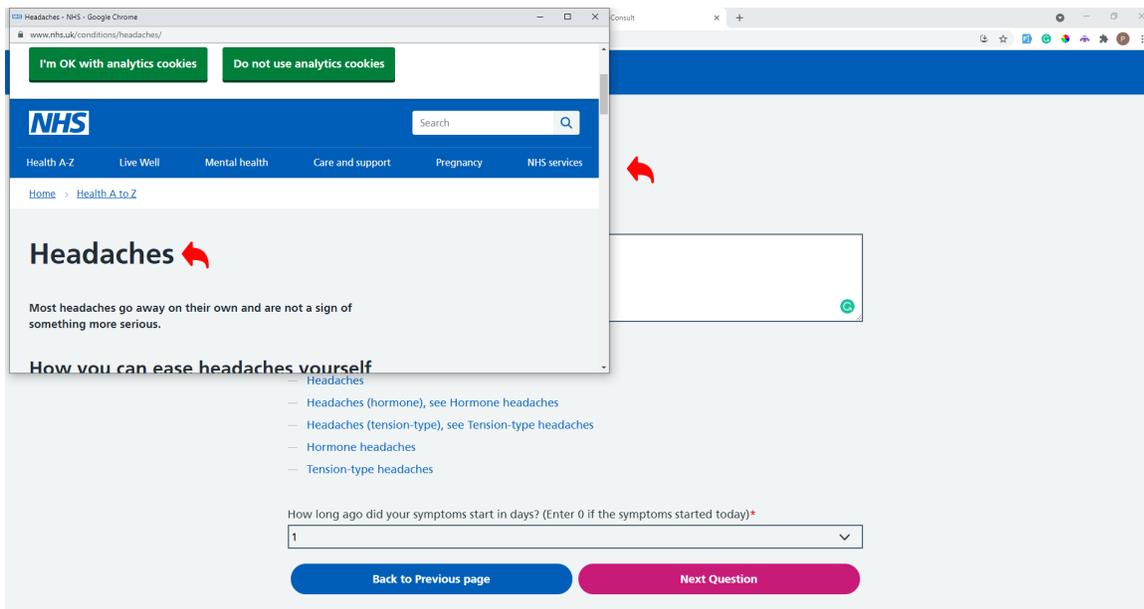
**Back to Previous page** **Next Question**

[Home](#) [Practice website](#) [v-Consult privacy policy](#) Powered by v-Consult version 3.2

Step 8.2: Please describe your symptoms, for example, if you have a headache, then the system will provide you with few options to get self-help. When you click on headache, it will be redirected to the NHS website and will be opened in a popup with headache information.



If you still want to request a consultation, then click on **Next Question**



Step 8.3: Provide more information about the Treatment and click on the **Next Question**.

The screenshot shows the 'Treatment' section of a CAPRI Healthcare v-Consult form. At the top left is the CAPRI Healthcare logo. The title 'Treatment' is centered. Below it, the instruction reads: 'Give us some more information about your symptoms and treatments tried.' The first question is 'Are your symptoms associated with anything else?\*' with a text input field containing 'My symptoms include fever, sore throat, red, watery eyes, loss of appetite, cough, and runny nose.' A red arrow points to the left of the input field. The second question is 'What treatments have you tried already?\*' with a text input field containing 'I have been taking paracetamol for the last 2 days.' A red arrow points to the left of the input field. At the bottom, there are two buttons: a yellow 'Back to Previous page' button and a pink 'Next Question' button. A red arrow points to the right of the 'Next Question' button. The footer contains links for 'Home', 'Practice website', and 'v-Consult privacy policy', and text indicating 'Powered by v-Consult version 3.2' with a logo.

Step 8.4: Provide more information about the change in condition and click on the **Next Question**.

The screenshot shows the 'Change in condition' section of a CAPRI Healthcare v-Consult form. At the top left is the CAPRI Healthcare logo. The title 'Change in condition' is centered. Below it, the instruction reads: 'We need some more information about your symptoms.' The first question is 'Does anything make your symptoms feel better?\*' with a text input field containing 'Yes, when I take paracetamol, I feel better.' A red arrow points to the left of the input field. The second question is 'Does anything make your symptoms feel worse?\*' with a text input field containing 'Watching tv or working on the computer makes it worse.' A red arrow points to the left of the input field. At the bottom, there are two buttons: a blue 'Back to Previous page' button and a pink 'Next Question' button. A red arrow points to the right of the 'Next Question' button. The footer contains links for 'Home', 'Practice website', and 'v-Consult privacy policy', and text indicating 'Powered by v-Consult version 3.2' with a logo.

Step 8.5: Provide a conclusion about the symptoms and click on the **Next Question**.

## Worry

Some final thoughts and conclusions about your symptoms.

Do you have any idea what might be causing your symptoms?\*

Maybe an allergic reaction to some food or a viral infection. Not sure about it.

Is your symptom visible, for example a skin condition that you would like your doctor to see? If yes you may upload a clear image here. **Please do not upload intimate images e.g anything that would be covered by your underwear and bra usually / anything that would be covered by your swimwear.**

Choose File No file chosen

5eFUs7scf1Y4DhKpui8Uppv5wgcUMV347fQ2G1XM.png x

Do you have a particular worry about your symptoms that you would like to tell us about?\*

I researched on the internet, based on my symptoms, I think I have Measles. Not sure though.

[Back to Previous page](#) [Next Question](#)

Step 8.6: Provide the expectation of this assessment and click on the **Next Question**.



## Expectations

How do you hope we can help you with your problem?

What are your expectations of this assessment?\*

Advice  Prescription

Consultation  Referral

Other Expectations\*

Please, I want to see a doctor as soon as possible.

[Back to Previous page](#) [Next Question](#)

Home Practice website v-Consult privacy policy Powered by v-Consult version 3.2

Step 8.7: Provide more information regarding your appointment and click on the **Next Question**.

## Continuity of care

We care about continuity of care.

Who did you see at your last appointment for this problem? (Enter NK for not known.)\*

Would you like to see the same clinician or the next available clinician? We cannot guarantee this, but we will make every effort to accommodate your request.\*

Same clinician  Next available clinician

What is your preferred contact time? We cannot guarantee this, but we will make every effort to accommodate your request.\*

Morning  Afternoon

All day

Please select one or more preferred method of contact\*

Email  Phone

SMS/Text

[Back to Previous page](#) [Next Question](#)

Step 8.8: Summary of your request will be displayed, if you want to change your answers then click on **Back to the previous page** and change it.



## Summary

Please check your responses before submitting your online consultation request.

### Patient Details

**Name:** Mona MILLAR  
**Gender:** Female (including trans woman)  
**Phone:** 08511108041  
**NHS Number:** 9686368973  
**DOB:** 12-02-1968  
**Email:** testuserlive@demo.signin.nhs.uk

### Patient Confirmation

**Are you registered with this practice?**  
I confirm that I am registered with this practice.  
**This is not an emergency**  
I confirm that I have none of these.  
**This is a non Covid-19 request.**  
I confirm that I have none of these.  
**If you think you need urgent attention, please phone your GP practice directly.**  
Non-urgent request.

### Symptoms

#### Please describe your symptoms?

Answer: I have a severe red rash that has spread from the face down the body.

#### How long ago did your symptoms start in days? (Enter 0 if the symptoms started today)

Answer: 2

### Treatment

#### Are your symptoms associated with anything else?

Answer: My symptoms include fever, sore throat, red, watery eyes, loss of appetite, cough, and runny nose.

#### What treatments have you tried already?

Answer: I have been taking paracetamol for the last 2 days.

### Change in condition

#### Does anything make your symptoms feel better?

Answer: Yes, when I take paracetamol, I feel better.

#### Does anything make your symptoms feel worse?

Answer: Watching tv or working on the computer makes it worse.

### Worry

#### Do you have any idea what might be causing your symptoms?

Answer: Maybe an allergic reaction to some food or a viral infection. Not sure about it.

Is your symptom visible, for example a skin condition that you would like your doctor to see? If yes you may upload a clear image here. **Please do not upload intimate images e.g anything that would be covered by your underwear and bra usually / anything that would be covered by your swimwear.**

1. 5eFUs7scf1Y4DhKpui8Uppv5wcgUMV347fQ2G1XM.png

Do you have a particular worry about your symptoms that you would like to tell us about?

Answer: I researched on the internet, based on my symptoms, I think I have Measles. Not sure though.

#### Expectations

What are your expectations of this assessment?

Answer: Advice, Consultation, Prescription

Other Expectations

Answer: Please, I want to see a doctor as soon as possible.

#### Continuity of care

Who did you see at your last appointment for this problem? (Enter NK for not known.)

Answer: Mickey

Would you like to see the same clinician or the next available clinician? We cannot guarantee this, but we will make every effort to accommodate your request.

Answer: Next available clinician

What is your preferred contact time? We cannot guarantee this, but we will make every effort to accommodate your request.

Answer: All day

Please select one or more preferred method of contact

Answer: Phone



Back to Previous page

Next



Step 8.9: Provide consent to process your personal data and text messaging services and click **Submit**.



## Submit Request

By clicking the submit button your online consultation request will be sent to the GP practice. If you think you need urgent attention, please phone your GP Practice directly.



GDPR/Privacy Policy\*

I hereby consent to the processing of the personal data and/or image that I have provided, and declare my agreement with the data protection regulations in the [privacy policy](#).



SMS Consent\*

I consent to the practice contacting me by text message or email to request more information regarding my issue, practice news and appointment reminders.



I'm not a robot



reCAPTCHA  
Privacy - Terms

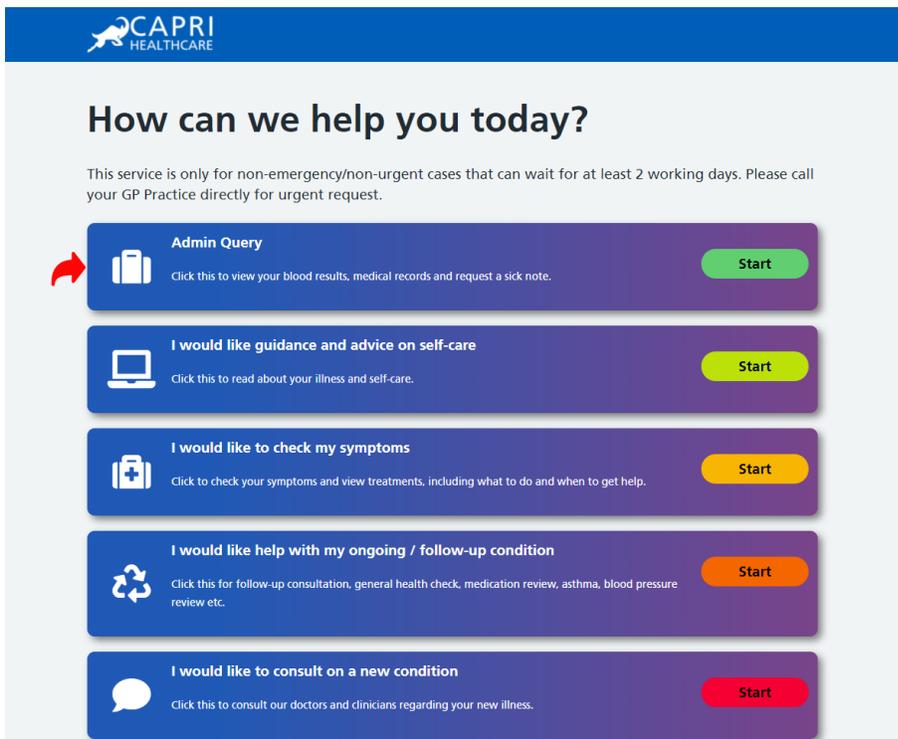
Back to Previous page

Submit



# How can I request admin enquiries, such as new patient registration, sick notes etc?

Step 1: Follow the steps from 1 to 7 and click on **Admin Query**.



**CAPRI HEALTHCARE**

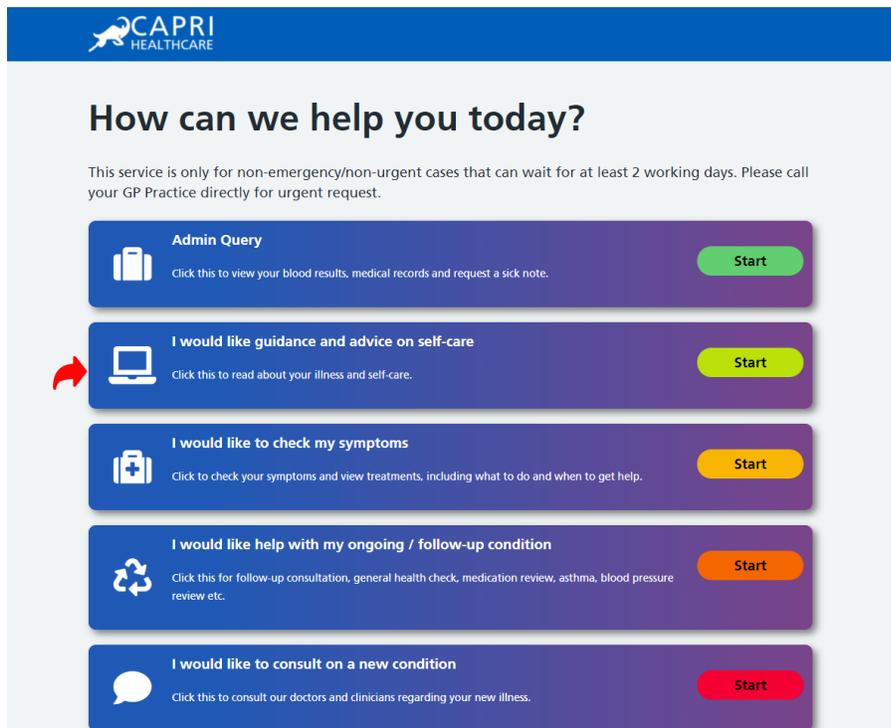
## How can we help you today?

This service is only for non-emergency/non-urgent cases that can wait for at least 2 working days. Please call your GP Practice directly for urgent request.

-   **Admin Query**  
Click this to view your blood results, medical records and request a sick note. [Start](#)
-  **I would like guidance and advice on self-care**  
Click this to read about your illness and self-care. [Start](#)
-  **I would like to check my symptoms**  
Click to check your symptoms and view treatments, including what to do and when to get help. [Start](#)
-  **I would like help with my ongoing / follow-up condition**  
Click this for follow-up consultation, general health check, medication review, asthma, blood pressure review etc. [Start](#)
-  **I would like to consult on a new condition**  
Click this to consult our doctors and clinicians regarding your new illness. [Start](#)

# How can I get self-care and other useful information?

Step 1: Follow the steps from 1 to 7 and click on **I would like guidance and advice on self-care.**



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HEALTHCARE

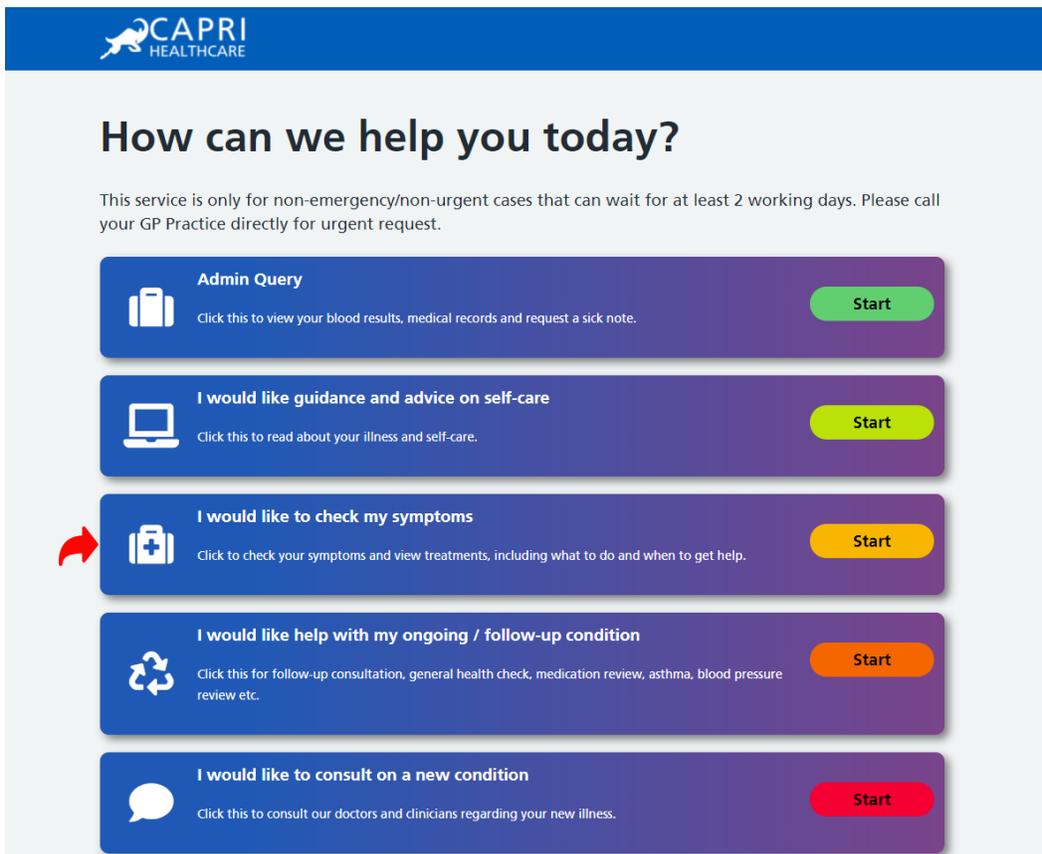
## How can we help you today?

This service is only for non-emergency/non-urgent cases that can wait for at least 2 working days. Please call your GP Practice directly for urgent request.

- Admin Query**  
Click this to view your blood results, medical records and request a sick note. [Start](#)
- I would like guidance and advice on self-care**  
Click this to read about your illness and self-care. [Start](#)
- I would like to check my symptoms**  
Click to check your symptoms and view treatments, including what to do and when to get help. [Start](#)
- I would like help with my ongoing / follow-up condition**  
Click this for follow-up consultation, general health check, medication review, asthma, blood pressure review etc. [Start](#)
- I would like to consult on a new condition**  
Click this to consult our doctors and clinicians regarding your new illness. [Start](#)

# How can I access the NHS symptom checker?

Step 1: Follow the steps from 1 to 7 and click on **I would like to check my symptoms**.



**CAPRI**  
HEALTHCARE

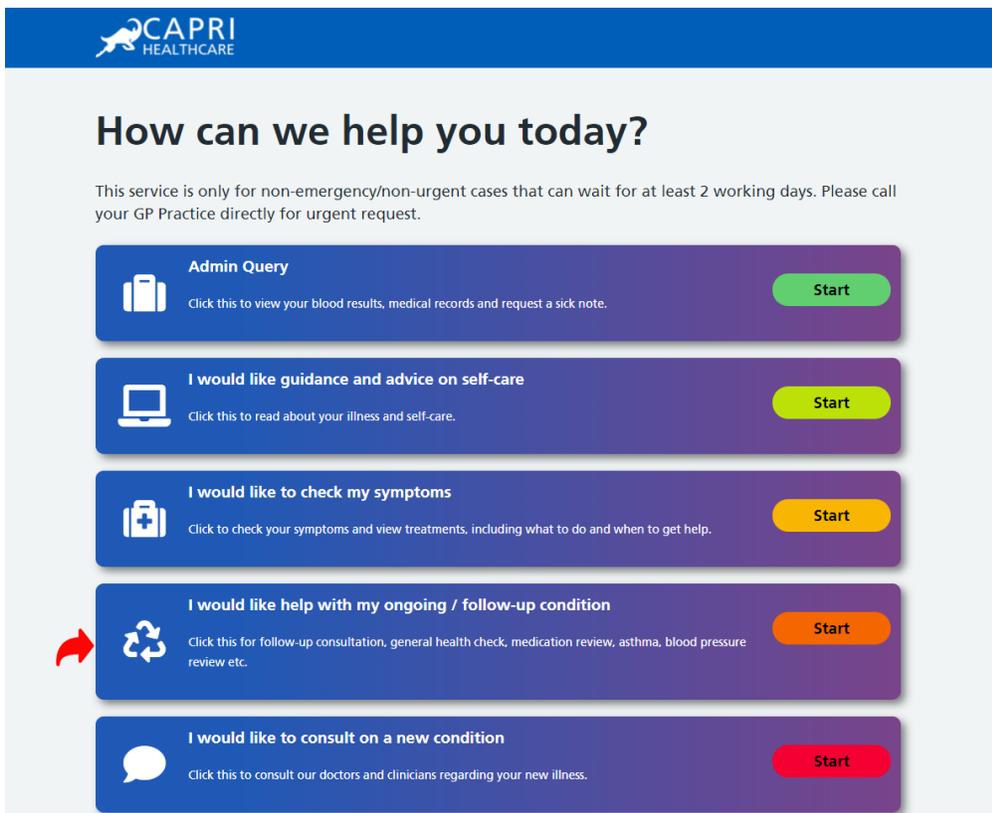
## How can we help you today?

This service is only for non-emergency/non-urgent cases that can wait for at least 2 working days. Please call your GP Practice directly for urgent request.

- Admin Query**  
Click this to view your blood results, medical records and request a sick note. [Start](#)
- I would like guidance and advice on self-care**  
Click this to read about your illness and self-care. [Start](#)
- I would like to check my symptoms**  
Click to check your symptoms and view treatments, including what to do and when to get help. [Start](#)
- I would like help with my ongoing / follow-up condition**  
Click this for follow-up consultation, general health check, medication review, asthma, blood pressure review etc. [Start](#)
- I would like to consult on a new condition**  
Click this to consult our doctors and clinicians regarding your new illness. [Start](#)

# How can I request a follow-up appointment, long-term condition review with the nurse and make a medication query with a pharmacist or a doctor?

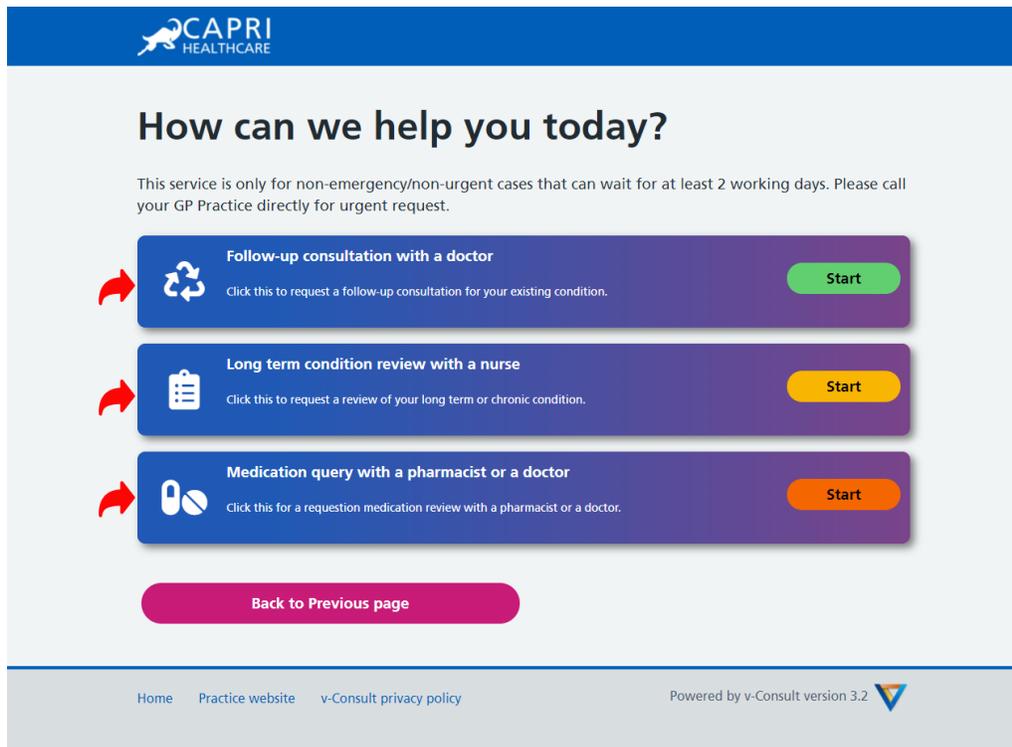
Step 1: Follow the steps from 1 to 7 and click on **I would like help with my ongoing/follow-up condition.**



The screenshot shows the CAPRI Healthcare website interface. At the top is the CAPRI Healthcare logo. Below it is the heading "How can we help you today?". A disclaimer states: "This service is only for non-emergency/non-urgent cases that can wait for at least 2 working days. Please call your GP Practice directly for urgent request." There are five service options listed, each with an icon, a description, and a "Start" button. A red arrow points to the fourth option, "I would like help with my ongoing / follow-up condition".

Service Option	Description	Start Button Color
Admin Query	Click this to view your blood results, medical records and request a sick note.	Green
I would like guidance and advice on self-care	Click this to read about your illness and self-care.	Light Green
I would like to check my symptoms	Click to check your symptoms and view treatments, including what to do and when to get help.	Yellow
<b>I would like help with my ongoing / follow-up condition</b>	Click this for follow-up consultation, general health check, medication review, asthma, blood pressure review etc.	Orange
I would like to consult on a new condition	Click this to consult our doctors and clinicians regarding your new illness.	Red

Step 2: Click on the relevant consultation request.



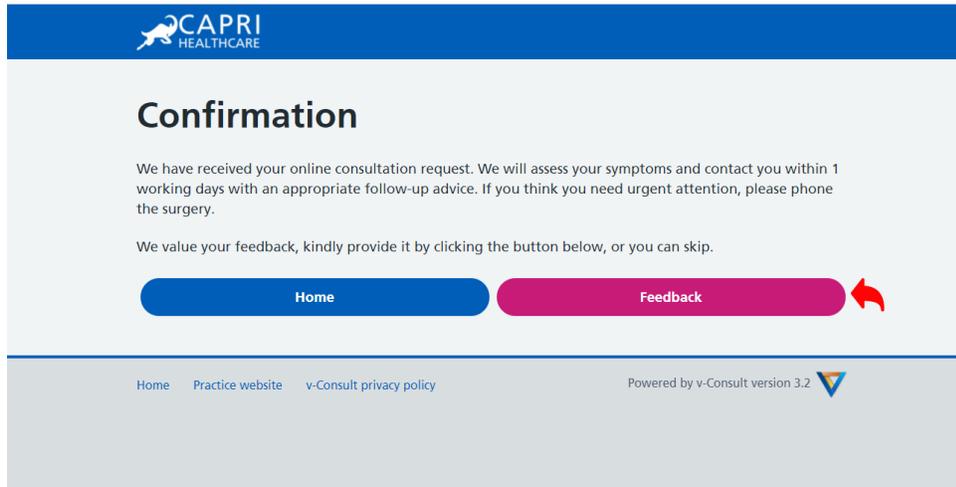
The screenshot displays the CAPRI Healthcare v-Consult interface. At the top, the CAPRI Healthcare logo is visible. The main heading is "How can we help you today?". Below this, a disclaimer states: "This service is only for non-emergency/non-urgent cases that can wait for at least 2 working days. Please call your GP Practice directly for urgent request." There are three main consultation options, each with a red arrow icon on the left and a "Start" button on the right:

- Follow-up consultation with a doctor**: Click this to request a follow-up consultation for your existing condition. (Green Start button)
- Long term condition review with a nurse**: Click this to request a review of your long term or chronic condition. (Yellow Start button)
- Medication query with a pharmacist or a doctor**: Click this for a request medication review with a pharmacist or a doctor. (Orange Start button)

At the bottom of the main content area, there is a pink button labeled "Back to Previous page". The footer contains navigation links: "Home", "Practice website", and "v-Consult privacy policy". On the right side of the footer, it says "Powered by v-Consult version 3.2" next to a small logo.

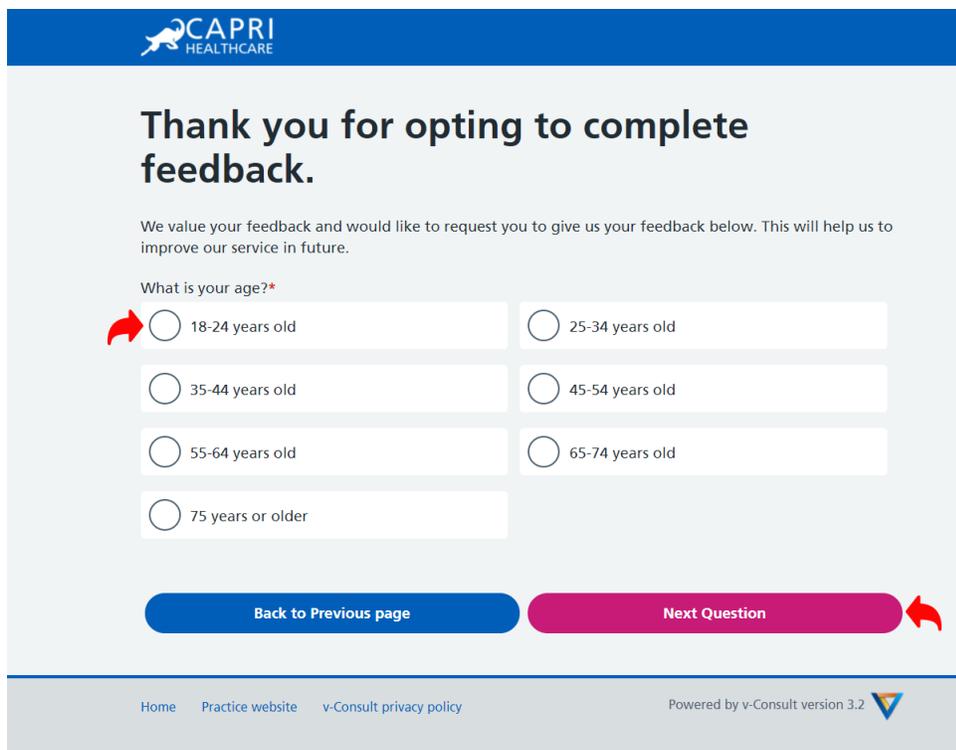
# How can I provide feedback for v-Consult?

Step 1: You can provide feedback for the v-Consult online consultation services. After submitting the consultation request ( Step 1 to Step 8.9) click on **Feedback**.



The screenshot shows the 'Confirmation' page of the CAPRI Healthcare v-Consult service. At the top left is the CAPRI Healthcare logo. The main heading is 'Confirmation'. Below it, a paragraph states: 'We have received your online consultation request. We will assess your symptoms and contact you within 1 working days with an appropriate follow-up advice. If you think you need urgent attention, please phone the surgery.' A second paragraph says: 'We value your feedback, kindly provide it by clicking the button below, or you can skip.' There are two buttons: a blue 'Home' button and a pink 'Feedback' button with a red arrow pointing left. At the bottom, there is a footer with links for 'Home', 'Practice website', and 'v-Consult privacy policy', and a note 'Powered by v-Consult version 3.2' with a small logo.

Step 2: Select the age group.



The screenshot shows the 'Thank you for opting to complete feedback' page of the CAPRI Healthcare v-Consult service. At the top left is the CAPRI Healthcare logo. The main heading is 'Thank you for opting to complete feedback.' Below it, a paragraph states: 'We value your feedback and would like to request you to give us your feedback below. This will help us to improve our service in future.' The question 'What is your age?\*' is followed by seven radio button options: '18-24 years old', '25-34 years old', '35-44 years old', '45-54 years old', '55-64 years old', '65-74 years old', and '75 years or older'. A red arrow points to the first option. At the bottom, there are two buttons: a blue 'Back to Previous page' button and a pink 'Next Question' button with a red arrow pointing left. At the bottom, there is a footer with links for 'Home', 'Practice website', and 'v-Consult privacy policy', and a note 'Powered by v-Consult version 3.2' with a small logo.

Step 3: Let us know how satisfied you are with the service.



## Thank you for opting to complete feedback.

We value your feedback and would like to request you to give us your feedback below. This will help us to improve our service in future.

How satisfied are you with the service?\*

Very Satisfied  Satisfied

Neither Satisfied or Dissatisfied  Dissatisfied

Very Dissatisfied

[Back to Previous page](#) [Next Question](#)

[Home](#) [Practice website](#) [v-Consult privacy policy](#) Powered by v-Consult version 3.2

Step 4: Let us know your choice of consultation.



## Thank you for opting to complete feedback.

We value your feedback and would like to request you to give us your feedback below. This will help us to improve our service in future.

What kind of consultation would you like in the future?\*

Online  Telephone

Video  Face to Face

[Back to Previous page](#) [Next Question](#)

[Home](#) [Practice website](#) [v-Consult privacy policy](#) Powered by v-Consult version 3.2

Step 5: Provide consent to the collection processing and use of your personal data and click on **Submit**.



## Thank you for opting to complete feedback.

We value your feedback and would like to request you to give us your feedback below. This will help us to improve our service in future.

Any other comments or suggestions?

v-Consult is very user-friendly.

**Consent**

I hereby consent to the collection processing and use of my personal data for research purpose.  
[Read our privacy policy.](#)

[Back to Previous page](#) [Submit](#)

[Home](#) [Practice website](#) [v-Consult privacy policy](#) Powered by v-Consult version 3.2