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v-Consult User Document for Patients

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Table of Content

v-Consult patient-user guide	3
How can I request an online consultation?	3
How can I request admin enquiries, such as new patient registration, sick notes etc?	16
How can I get self-care and other useful information?	17
How can I access the NHS symptom checker?	18
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?	19
How can I provide feedback for v-Consult?	21

v-Consult patient-user guide

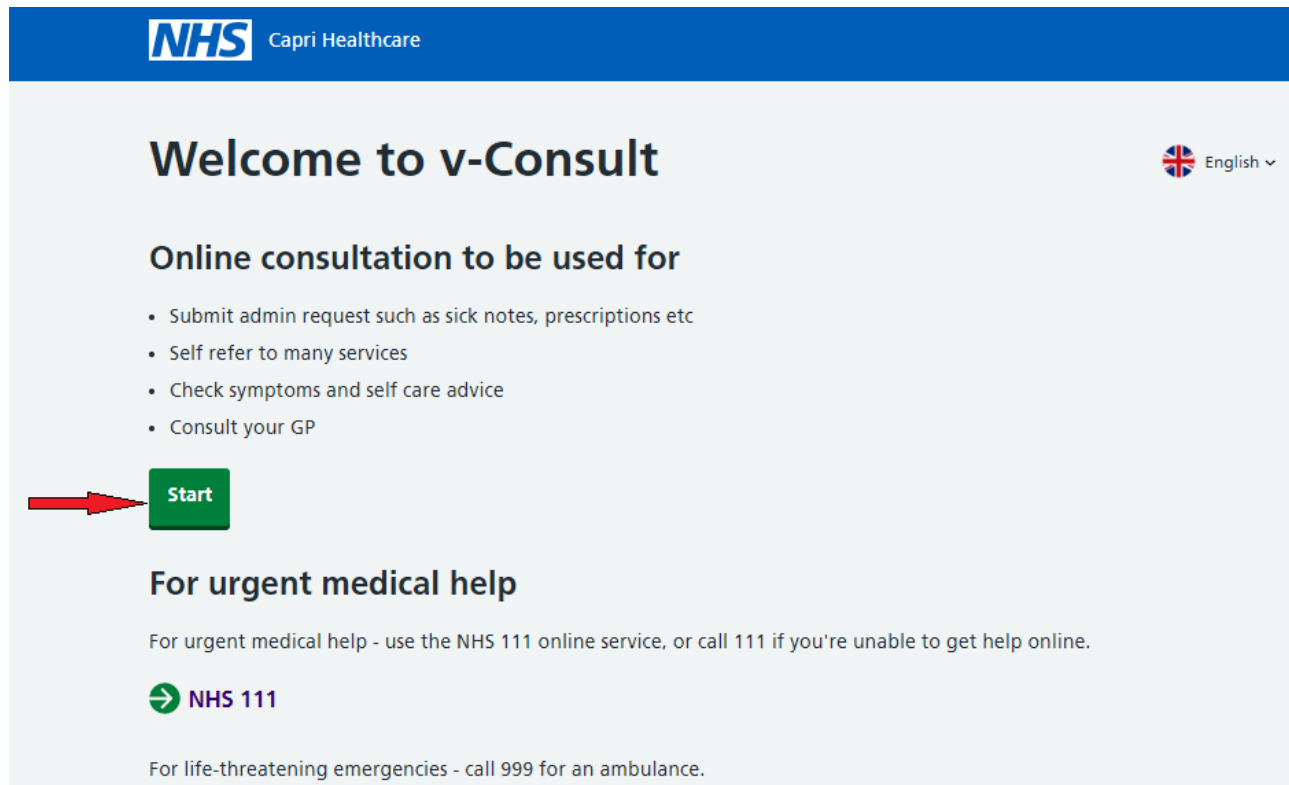
v-Consult is an online consultation service, which provides you with a range of services. You can make use of v-Consult to:

- 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 **Consult your doctor or Request an appointment** to request an online consultation.

Step 1: Click on the **Start** on the Homepage of the v-Consult.



The screenshot shows the NHS Capri Healthcare v-Consult homepage. At the top left is the NHS logo and 'Capri Healthcare'. The main heading is 'Welcome to v-Consult'. On the right, there is a language selector showing 'English' with a dropdown arrow. Below the heading, there is a section titled 'Online consultation to be used for' with a bulleted list: 'Submit admin request such as sick notes, prescriptions etc', 'Self refer to many services', 'Check symptoms and self care advice', and 'Consult your GP'. A red arrow points to a green 'Start' button. Below this is a section for 'For urgent medical help' with text: 'For urgent medical help - use the NHS 111 online service, or call 111 if you're unable to get help online.' and a link for 'NHS 111'. At the bottom, it says 'For life-threatening emergencies - call 999 for an ambulance.'

Step 2: Click on the Continue with NHS login or Continue without NHS login.

NHS Capri Healthcare

What happens next

You will be asked questions about you and your main symptom.

We will tell you where and when to get help. If you need it, you will get a call back from a nurse or booked into a service that can help.

Call reception if you're asking about someone under 5

NHS Continue with NHS login Continue without NHS login

[< Back to previous page](#)

Step 3: 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



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

 Show

[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**.

NHS Capri Healthcare

Tell us who needs help

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

I need help for myself

I need help on behalf of a patient

[Next question](#)

[< Back to previous page](#)

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.

First name*

Last name*

Gender*

Date of birth*

Email*

Phone number*

Address*

Postcode*

Please select one or more preferred method of contact*

Email

SMS/Text

Phone

Video

NHS number ([Find your NHS number](#))*

Registered patient
 I confirm that I am registered with this practice.*

Step 5: To request a new consultation with the doctor, click on 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.

Self care & self management

Click this to read about your illness and self-care.

Symptoms checker

Click to check your symptoms and view treatments, including what to do and when to get help.

Self referrals & local services

Click to view or access the self referral options available to you

On going or long term condition

Click this for follow-up consultation, long term condition and medication review.

New condition

Click this to consult our doctors and clinicians regarding your new illness.

[← Back to previous page](#)

Step 6: Click on New consultation with the doctor to continue with the process.

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.

Follow-up consultation with a doctor

Click this to request a follow-up consultation for your existing condition.


[← Back to previous page](#)

Step 7: Click on the Non Urgent Checkbox and Next Question

Check it's not urgent

Your GP Practice will assess your/patient's 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 day to respond.

Next Question

[< Back to previous page](#)

Step 8: If you have any mentioned emergencies, call 999 or click on **I have none of the above**.

Emergency check

Call 999 now if you have any of these:

- **Signs of a heart attack**
This means there is pain that feels like a very tight band, heavyweight or squeezing in the centre of your chest.
- **Signs of a stroke**
This means face drooping on one side or unable to hold both arms up or difficulty in speaking.
- **Severe burns and scalds**
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.
- **Severe breathing difficulties**
This means gasping or not being able to get words out or choking or lips turning blue.
- **Severe allergic reaction**
This means rapid swelling of eyes, lips mouth, throat or tongue.
- **Severe bleeding**
This means when the bleeding won't stop.
- **Seizure (Fit)**
This means someone shaking or jerking because of a fit or is unconscious (can't be woken up).

I have none of above

[< Back to previous page](#)

Step 9: If you have any COVID symptoms, call 111 and get help immediately. If you do not have any of the mentioned emergencies, please click on **I havenone of the above**.

Covid check

Call 111 now if you have any of these:

- **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.

I have none of above

[< Back to previous page](#)

Step 10.1: 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 willbe redirected to the NHS website and will be opened in a popup with headache information.

Symptoms

Tell us about your/patient's symptoms.

Please type in your/patient's main symptom in short*

Headache

Please describe your/patient's symptoms?*

I have headache

— **Related help**

— [Cluster headaches](#)

— [Headaches](#)

— [Headaches \(hormone\), see Hormone headaches](#)

— [Headaches \(tension-type\), see Tension-type headaches](#)

— [Hormone headaches](#)

— [Tension-type headaches](#)

How long ago did your/patient's symptoms start in days? (Enter 0 if the symptoms started today)*

2

Next Question

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

Symptoms

Headaches - NHS - Google Chrome
www.nhs.uk/conditions/headaches/

Headaches

Most headaches go away on their own and are not a sign of something more serious.

How you can ease headaches yourself

- [Headaches](#)
- [Headaches \(hormone\), see Hormone headaches](#)
- [Headaches \(tension-type\), see Tension-type headaches](#)
- [Hormone headaches](#)
- [Tension-type headaches](#)

How long ago did your/patient's symptoms start in days? (Enter 0 if the symptoms started today)*

Next Question

Step 10.2: Provide more information about the Treatment and click on the Next Question

Treatment

Give us some more information about your/patient's symptoms and treatments tried.

Are your/patient's symptoms associated with anything else?*

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

What treatments have you/patient tried already?*

I have been taking paracetamol for last 2 days.

Next Question

[← Back to previous page](#)

Step 10.3: Provide more information about the change in condition and click on the Next Question.

Change in condition

We need some more information about your/patient's symptoms.

Does anything make your/patient's symptoms feel better?*

Yes, when I take paracetamol, I feel better.

Does anything make your/patient's symptoms feel worse?*

Watching TV or working on the computer makes it worse.

Next Question

[← Back to previous page](#)

Step 10.4: Provide a conclusion about the symptoms and click on the Next Question.

Worry

Some final thoughts and conclusions about your/patient's symptoms.

Do you have any idea what might be causing your/patient's symptoms?*

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

Is your/patient's 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 usually be covered by your underwear, bra or your swimwear.**

Choose File No file chosen

Do you have a particular worry about your/patient's 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.

Next Question

[← Back to previous page](#)

Step 10.5: Provide the expectation of this assessment and click on the Next Question.

Expectations

How do you hope we can help you with your/patient's problem?

What are your/patient's expectations of this assessment?*

Advice

Prescription

Consultation

Referral

Other Expectations

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

Next Question

[← Back to previous page](#)

Step 10.6: Provide more information regarding your appointment and click on the Next Question.

Continuity of care

We care about continuity of care.

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

NK

Would you/the patient 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/patient's preferred contact time? We cannot guarantee this, but we will make every effort to accommodate your request.*



Morning



Afternoon



After school/evening



All day

Next Question

[← Back to previous page](#)

Step 10.7: Provide about your communication needs and click on the Next Question.

Information accessibility

Please tell us about your communication needs.

What format do you need information in?*

- Standard
- Audio format
- Braille
- Large print
- Easy read or in another language

What is your preferred language of communication?*

English

Do you need a communication professional/interpreter/translator for your appointment?*

Yes

No

Is there any other way we can support communication?

[Next Question](#)

[Back to previous page](#)

Step 10.8: 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	Lucian Hudson
Gender	Not Stated
Phone	15649629088
NHS number	3178966738
Postal code	7729397668
Address	Explicabo Eos minus expedita et possimus nulla
DOB	19-1-1970
Email	gaxudapyf@mailinator.com
Preferred method of contact	SMS,Phone

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 type in your/patient's main symptom in short	Headache
Please describe your/patient's symptoms?	I have headache
How long ago did your/patient's symptoms start in days? (Enter 0 if the symptoms started today)	2

Treatment

Are your/patient's symptoms associated with anything else?	My symptoms include fever, sore throat, red, watery eyes, loss of appetite, cough and runny nose.
What treatments have you/patient tried already?	I have been taking paracetamol for the last 2 days.

Change in condition

Does anything make your/patient's symptoms feel better?	Yes, when i take paracetamol, I feel better.
Does anything make your/patient's symptoms feel worse?	Watching TV or working on the computer makes it worse.

Worry

Do you have any idea what might be causing your/patient's symptoms?	Make an allergic reaction to some food or viral infection. Not sure about it.
Is your/patient's 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 usually be covered by your underwear, bra or your swimwear.	
Do you have a particular worry about your/patient's 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.

Expectations

What are your/patient's expectations of this assessment?	Advice,Prescription
Other Expectations	Please I want to see a doctor as soon as possible.

Continuity of care

Who did you/patient see at your/their last appointment for this problem? (Enter NK for not known.)	NK
Would you/the patient 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
What is your/patient's preferred contact time? We cannot guarantee this, but we will make every effort to accommodate your request.	Morning

Information accessibility

What format do you need information in?	Standard,Audio format
What is your preferred language of communication?	English
Do you need a communication professional/interpreter/translator for your appointment?	Yes
Is there any other way we can support communication?	



[← Back to previous page](#)

Step 10.8: 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](#).

Contact 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  [Privacy](#) [Terms](#)

 **Submit**

[< Back to previous page](#)

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

Step 1: Follow the steps from 1 to 5 and click on **Admin Query**.

The screenshot shows the NHS Capri Healthcare website interface. At the top, there is a blue header with the NHS logo and 'Capri Healthcare' text. Below the header, the main heading is 'How can we help you today?'. A sub-heading 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.' Below this, there are six service cards arranged in two rows. The first card, 'Admin query', is highlighted with a red arrow pointing to its title. The other cards are 'Self care & self management', 'Symptoms checker', 'Self referrals & local services', 'On going or long term condition', and 'New condition'. At the bottom left of the page, there is a link: '< Back to previous page'.

NHS 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.
- Self care & self management**
Click this to read about your illness and self-care.
- Symptoms checker**
Click to check your symptoms and view treatments, including what to do and when to get help.
- Self referrals & local services**
Click to view or access the self referral options available to you
- On going or long term condition**
Click this for follow-up consultation, long term condition and medication review.
- New condition**
Click this to consult our doctors and clinicians regarding your new illness.

[< Back to previous page](#)

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

Step 1: Follow the steps from 1 to 5 and click on **I would like guidance and advice on self-care**.

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.

Self care & self management

Click this to read about your illness and self-care.

Symptoms checker

Click to check your symptoms and view treatments, including what to do and when to get help.

Self referrals & local services

Click to view or access the self referral options available to you

On going or long term condition

Click this for follow-up consultation, long term condition and medication review.

New condition

Click this to consult our doctors and clinicians regarding your new illness.

[← Back to previous page](#)

How can I access the NHS symptomchecker?

Step 1: Follow the steps from 1 to 5 and click on **I would like to check my symptoms**.

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.

The image shows a grid of six service options, each with a blue header and a white body. A red arrow points to the 'Symptoms checker' option.

- Admin query**
Click this to view your blood results, medical records and request a sick note.
- Self care & self management**
Click this to read about your illness and self-care.
- Symptoms checker**
Click to check your symptoms and view treatments, including what to do and when to get help.
- Self referrals & local services**
Click to view or access the self referral options available to you
- On going or long term condition**
Click this for follow-up consultation, long term condition and medication review.
- New condition**
Click this to consult our doctors and clinicians regarding your new illness.


[← Back to previous page](#)

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 5 and click on **going or long term condition**

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.

<p>Admin query</p> <p>Click this to view your blood results, medical records and request a sick note.</p>	<p>Self care & self management</p> <p>Click this to read about your illness and self-care.</p>	<p>Symptoms checker</p> <p>Click to check your symptoms and view treatments, including what to do and when to get help.</p>
		
<p>Self referrals & local services</p> <p>Click to view or access the self referral options available to you</p>	<p>On going or long term condition</p> <p>Click this for follow-up consultation, long term condition and medication review.</p>	<p>New condition</p> <p>Click this to consult our doctors and clinicians regarding your new illness.</p>

[← Back to previous page](#)

Step 2: Click on the relevant consultation request.

How can we help you today?

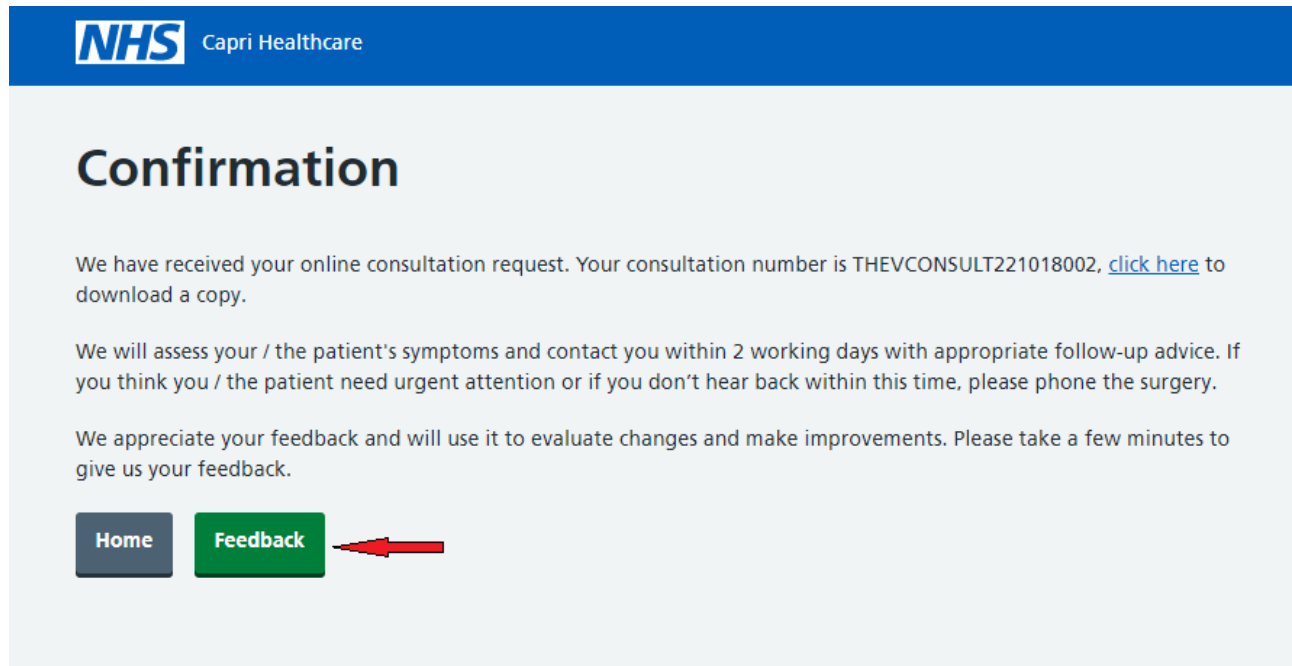
This service is only for non-emergency/non-urgent cases that can wait for at least 2 working days. Please call your GP Practice directly for urgent request.

<p>Follow-up consultation with a doctor</p> <p>Click this to request a follow-up consultation for your existing condition.</p>	<p>Long term condition review with a nurse</p> <p>Click this to request a review of your long term or chronic condition.</p>	<p>Medication query with a pharmacist or a doctor</p> <p>Click this for a request medication review with a pharmacist or a doctor.</p>
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[← Back to previous page](#)

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 10.8) click on **Feedback**.



NHS Capri Healthcare

Confirmation

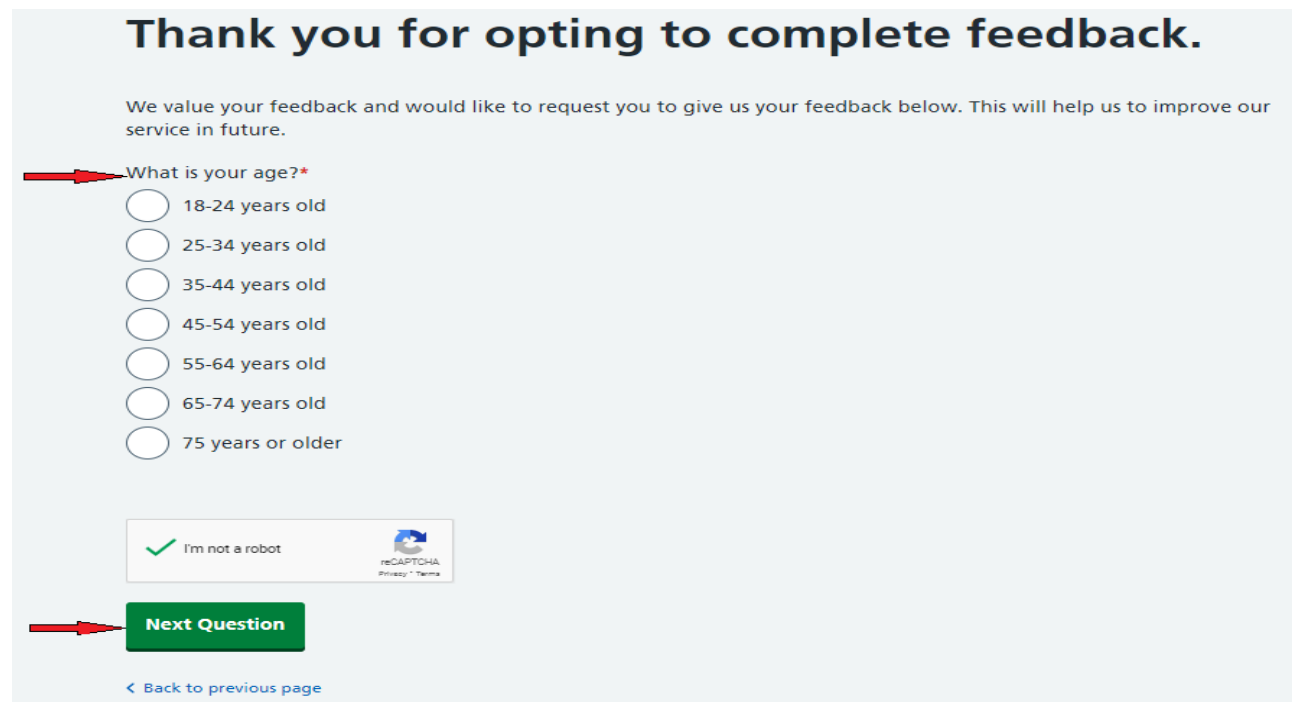
We have received your online consultation request. Your consultation number is THEVCONSULT221018002, [click here](#) to download a copy.

We will assess your / the patient's symptoms and contact you within 2 working days with appropriate follow-up advice. If you think you / the patient need urgent attention or if you don't hear back within this time, please phone the surgery.

We appreciate your feedback and will use it to evaluate changes and make improvements. Please take a few minutes to give us your feedback.

[Home](#) [Feedback](#)

Step 2: Select the age group.




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 is your age?*

- 18-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65-74 years old
- 75 years or older

I'm not a robot  [Privacy](#) / [Terms](#)

[Next Question](#)

[Back to previous page](#)



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

 I'm not a robot  reCAPTCHA
Privacy * Terms

Next Question

[← Back to previous page](#)



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

 I'm not a robot  reCAPTCHA
Privacy * Terms

Next Question

[← Back to previous page](#)

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 user friendly

Consent

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

I'm not a robot



Submit



