

askmyGP FAQ's



What is askmyGP?

askmyGP is a system that helps a practice to better manage the patient requests it receives. This is because the requests are in one place and reviewed by a clinician who can quickly determine how the problem should be resolved.

The system also supports improved access for patients as it allows patients with the internet or a smartphone to submit their problems and questions online themselves and this frees up the surgery phones for those patients that cannot do this or simply prefer to speak to someone.

What if I do not have a smart phone or internet access?

Patients without the ability to add their own request should continue to call the practice as normal.

How do I set up and account?

Visit our website www.highbridgemc.co.uk and click our link. You will be guided through a few easy steps. You can sign up before the date below.

If you experience any issues, please speak to a member of reception.

When can we use it?

askmyGP will go live from 1st December 2022 between 7.30am and 9.30am on days when the practice is open.

How will the system work?

We are changing the way in which patients can make appointments with the hopes that this will support patient access and satisfaction, as well as support our team manage the number of requests received by the surgery.

From 1st December 2022, askmyGP will be open for patients to submit requests themselves online between 7.30am-9.30am.

The practice phone lines will remain open as normal for patients to call in with their problems but after 9.30am only urgent requests to see a GP, Advanced Nurse Practitioner or Paramedic will be booked – routine appointments after this time will need to be submitted the next day online or by phone between 7.30am-9.30am.

Nursing & HCA appointments will continue to be bookable in advance during the practice opening hours and general enquiries can also be made throughout the day.

What if I call after 9.30am?

We will continue to take calls for urgent medical problems, nursing appointments and general enquiries after 9.30am.

If you call for a routine / on the day appointment you will be asked by our reception team to call back the next working day.

How do I request a home visit?

Home visits are only available for patients who are housebound. You can request a home visit by calling the surgery before 9:30am each working day.

Please note that transportation issues does not make a patient housebound.

How will this improve access?

The system will enable patients with a smartphone / internet to submit their requests directly online if they wish which we hope will support access to our phone lines for those that need or prefer to call in.

We hope that opening the system from 6am each weekday will support those that may not be able to contact the surgery during its normal opening hours.

How will this improve patient experience?

We hope that the new structured approach to accepting requests will support the surgery team to manage the growing number of requests received by the practice each day.

This approach will also ensure that problems will be prioritised by medical need, supporting patients to receive the right care, at the right time, in the right place.

Can I leave feedback?

The askmyGP service allows you to provide feedback. We will use this to improve services.

Can I request repeat prescriptions through AskmyGP?

No. Please use either patient access or the NHS app to request repeat prescriptions.