

Klinik – Patient Questions & Answers

Q1. What is Klinik?

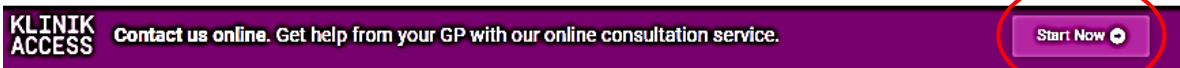
A. Klinik is an online consultation service. It allows a patient to contact the practice online through our website. Enquiries are rapidly directed to each of our teams to action. When patients have a health problem they can answer key questions and enter textual information about their concerns, which is then reviewed by a clinical member of staff in our triage team. This information is used to determine the best kind of treatment for the patient.

Q2. Why does my practice use Klinik?

A. Klinik is designed to help GP practices to improve the efficiency of their triage process by providing an immediate assessment of the urgency of patient enquiries, Klinik can help to ensure that patients are seen by the right healthcare professional as quickly as possible

Q3. How do I access Klinik?

A. You'll need to do this through our website www.adampractice.co.uk. There are several links, but the easiest is via the 'Start Now' button on the front homepage, see below:



Q4. Do I need an account or login?

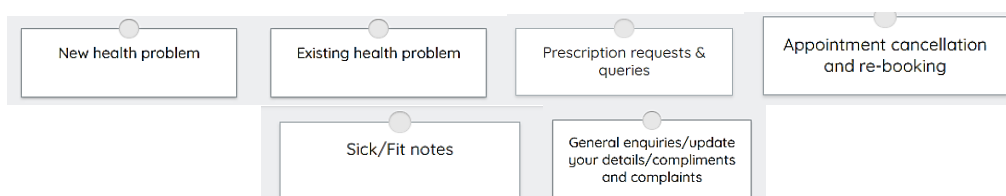
A. No. You do **not** need to create an account or use any form of login. Simply click the purple 'Continue' button on the Klinik frontpage. However you can choose to login in via the NHS account, if you wish to and your personal information will be prepopulated in the patient details section of the form.

If you are a registered patient of The Adam Practice please select your preferred access method below. If you do not have an NHS login please click the purple continue button.

Continue

Q5. What can I use Klinik for?

A. Everything – all enquiries can be sent online using Klinik via a 'Tile' option. This includes; requesting to be seen for any new or existing health concerns, cancelling or rebooking appointments, prescription requests, sick/fit notes requests and many more...



Q6. Can I submit a request through Klinik at any time of day?

A. No. Klinik is not a 24/7 service. It is only open between 8am and 5.30pm. Outside of these hours you will need to call the surgery, up until 6.30pm.



Q7. How will I know my Klinik form has been received?

A. Once you have submitted an enquiry, the next page will confirm this has been sent. If you provide an email address on your form you will receive an automated email.

Q8. What happens when my Klinik form is received by the practice?

A. This is be directed to the specific team who will review your enquiry. They will then contact you either by Text message or a phone call. If you have contacted us about a health concern your form will be reviewed by a team of experienced clinicians to determine how quickly you need to be seen and what the most appropriate service is for your needs.

Q9. How long will it take for me to be contacted about my Klinik submission?

A. This will depend on the reason you have contacted us. Our current times timeframes are below:

- Clinical urgent health enquires – same working days
- Clinical non-urgent health enquiries – up to 2 working days
- All other non-clinical enquiries – up to 5 working days

Q10. What appointments are offered at The Adam Practice?

A. We offer both telephone and face to face appointments. There are preference options (see below) which you can select and we will try our best to accommodate. We also work closely with other health care professionals and may refer you to other more appropriate services for example – Musculoskeletal Practitioner, Mental Health Practitioner, Pharmacy.

Appointment type preference (please note we will try to accommodate preferences but this is not guaranteed and may be based purely on clinical need):

- Face to face appointment
- Telephone consultation
- No preference

Q.11 If I need an appointment how will my appointment be booked?

A. The team will either text you an appointment or call you to arrange based on the times you have given on your form. We will make 2 attempts to contact you and if we do not receive a reply your enquiry will be closed. If you provided your email address, you will receive an automatic confirmation in your email when your contact request has been delivered.

Q12. Can I submit a Klinik form on behalf of someone else.

A. Yes. There is a tick box at the end of the form above the patient details, please tick this and this will alert the team.

Fill in your information below.

Tick here if you're filling the form on behalf of another person OR you're a care home worker



Q13. What if I need help with more than one problem?

A. You will need to submit your enquiries separately using the most appropriate tile.

Q14. Can I submit a Klinik form on behalf of someone else.

A. Yes you can submit a Klinik on behalf of someone such as a child or someone you care for, with their permission. There is a tick box at the end of the form above the patient details, please tick this and this will alert the team.

Q15. Is my personal data safe with Klinik?

A. Potentially sensitive data is stored within the UK using technical architecture, processes and security features approved by the NHS. Klinik assures compliance with regulatory and legal requirements for both UK and EU, i.e., GDPR in general, Data Security and Protection Toolkit (NHS) and Cyber essentials (NHS).

Q16. Who can access the data I share with Klinik?

A. Your GP practice is the data controller and Klinik acts as a data processor meaning that all personal data is accessed only by GP practices and professionals.

To watch a demo of how to use Klink please visit our website:

<https://www.adampractice.co.uk/clinics-and-services/klinik/>

