



Business Continuity for Practices

If askmyGP is unavailable (for whatever reason), the notes below are intended to assist practices to manage incoming demand for the duration of the service interruption.

askmyGP on paper uses simple templates to gather the same details you'd collect via patient requests. We recommend having enough forms ready for 2 hrs demand – we can help you calculate likely volumes.

askmyGP 'offline'

1. Set a system message to advise patients that the service is unavailable (If the service is not currently available to the practice, we can do this on your behalf).
2. Be ready for increased telephone demand.
3. Take details by phone, fill in and assign by handing to the most appropriate staff member
4. Clinicians triage on paper – add notes for desired bookings/actions.
5. Once the service interruption has resolved the surgery can scan the completed form into the practice clinical system (I.e EMIS, Systemone, Vision etc) No need to re key unless they want to.



askmyGP Offline Mode

Use this form to collect patient requests in the same way as you would using 'Start QA' within askmyGP:

Patient details			
Surname	Forename	DoB	Self/Proxy
Contact Number			
Is this problem (circle one):	new	existing	other question
Summary of issue:			
Preferred Clinician?			
How long have you had this problem?			
Please describe your symptoms and any idea of the cause. What are your concerns today? How would you like us to help?			
continue overleaf if needed			
Preferred resolution (circle one)	Phone	face to face	other
Preferred time to contact?			

Once patient details are gathered hand this form to the sorter, who will assign to an appropriate member of staff

Assigned to	Time

Actions by assigned staff member: