

askmyGP FAQ's

What is askmyGP?

askmyGP is an online service that helps the practice manage patient requests more efficiently. Patients can submit medical problems, questions, and requests online, which are reviewed by a clinician who determines the most appropriate care pathway.

Why is the practice using askmyGP?

The system helps ensure requests are managed in one place and prioritised according to clinical need. It also provides an alternative way for patients to contact the practice without having to wait on the telephone.

Do I need a smartphone or internet access to use askmyGP?

No. Patients who do not have access to the internet or a smartphone, or who prefer to speak to someone, can continue to contact the practice by telephone as normal.

How do I create an askmyGP account?

Visit the practice website and follow the askmyGP registration link. [Welcome to askmyGP](#) The registration process is simple and can be completed before you need to use the service. If you experience any difficulties, please contact reception for assistance.

When can I submit a request through askmyGP?

Patients can submit requests online from 7:30am to 6:00pm, Monday to Friday (excluding bank holidays).

Can I request a same-day urgent appointment online?

Yes. Requests for same-day urgent appointments can be submitted through askmyGP until 10:30am each working day.

What happens after 10:30am?

The practice will continue to accept telephone calls for:

- Urgent medical problems
- Nursing appointments
- General enquiries

If you are requesting a routine appointment, please use the “non-urgent appointment request form”.

Can I book nursing or healthcare assistant appointments through askmyGP?

Nursing and Healthcare Assistant (HCA) appointments will continue to be available for booking in advance during normal practice opening hours.

How do I request a home visit?

Home visits are available for patients who are genuinely housebound. To request a home visit, please telephone the practice before 10:30am on a working day.

Please note that transport difficulties alone do not qualify a patient as housebound.

Can I order repeat prescriptions through askmyGP?

No. Repeat prescriptions should be requested through the NHS App or Patient Access.

How will askmyGP improve access to the practice?

Patients who are comfortable using online services can submit requests directly through askmyGP, helping to reduce pressure on telephone lines and improving access for those who need or prefer to call.

How will askmyGP improve patient experience?

The system provides a structured way of managing requests and allows clinicians to prioritise patients according to medical need, helping ensure patients receive the right care, at the right time, and in the right place.

Can I provide feedback about askmyGP?

Yes. Patients can leave feedback through the askmyGP service. The practice will use this feedback to help improve services.