

LAUNCH OF “Dr. iQ” APP AT CGH PARTNERSHIP AND BEGGARWOOD SURGERY

We have listened to feedback from our patients regarding how time consuming our current online consultation system is to use, as well as your frustration waiting for us to answer the phone. In response to this we have a variety of changes to systems coming over the next few weeks. We will be introducing a new App called “Dr. iQ”. This is an App that you can use on your phone or tablet. For many this will be an easier and quicker way to contact us. Patients who do not have a smart phone or who are unable to use the App will still be able to telephone us. Others may choose to phone us even if they have the App. Dr. iQ can be downloaded for free via the Apple App Store and Google Play Store. Dr. iQ is an important addition to the services we provide from the practice and our plan is to stagger the introduction of this App to allow us to learn and adjust as we understand the demand and ensure we can stay responsive to patient requests.

From 23rd May 2022 you can choose to use Dr. iQ for a wide range of services such as medication requests, requesting medical certificates, changing your address, asking reception a question etc.

From 13th June 2022 you will be able to use Dr. iQ for online consultations for medical conditions. By using the App, you avoid having to telephone the surgery and wait in a call-queue which we know you have found frustrating. The App is a more convenient way of accessing our services and means that those telephoning our practice will be able to speak to our reception team more quickly.

Dr. iQ allows patients to:

- conduct online consultations (from 13th June)
- request repeat medications (from 23rd May)
- update health data from home, such as recent blood pressure readings (from 23rd May)
- ask queries of the reception team (from 23rd May)
- access NHS self-care advice (from 23rd May)
- register with the practice (from 23rd May)

Over 220,000 patients are using Dr. iQ successfully across England, with over 1 million interactions in the last year. We are asking you to register with Dr. iQ from 23rd May and start to use it for reception queries and medication requests. For now, you can still use eConsult for online consultations. eConsult will be turned off at midday on 10th June 2022, so it is really important that you have downloaded Dr. iQ before this date in readiness.

Welcoming the roll-out of Dr. iQ, one of our GPs Dr Reed said, "Dr. iQ was developed by our doctors and has been used extensively by patients and staff across England. Patients can be reassured that behind the technology sit teams of clinicians making sure patients get the right advice and care from the right professional as quickly as possible. Dr. iQ is an example of our investment in services for our patients and is supporting our patients, and the NHS to make the most of the digital world."