



See a GP online over secure video, from home or work - on your smartphone, tablet or PC

As part of our commitment to improving access for our patients we're using **Q doctor** to enable video consultations with GPs.

This means for certain conditions* you can see a GP from home or work, without having to come to the surgery.

Simply call your surgery to get an **appointment code** then book your video consultation online.

PLEASE NOTE

To find your surgery please search for
Haxby Group York

This covers the following surgeries for Improved Access:

**Haxby & Wigginton Surgery • Huntington Surgery • New Earswick Surgery
Stockton-on-the-Forest Surgery • Gale Farm Surgery • The Old Forge Surgery**



*Suitable for people with clinically straightforward conditions (who don't require a formal examination)

For example:

Acne, Anxiety, Athlete's foot, Blepharitis, Colds, Conjunctivitis, Dry skin, Eczema, Fever, Fungal infection, Hay fever, Headache, House dust allergy, Indigestion, Influenza, Itchy eyes, Lifestyle advice, Low mood/Depression, Medical advice, Medication review, Muscle sprains/strains, Nail infections, Pink eye, Private referral letters, Sleep hygiene, Sore throat, Stress, Stye, Warts/verrucae, Weight loss

Information for Patients

How to sign up, book and start your consultation

Once you have an appointment code from your surgery please follow these steps



TO SIGN UP AND BOOK

- You must have a webcam
- In **Google Chrome** browser
- Go to **www.qdoctor.io**
- Click **Sign up**
- Choose **Patient/NHS Patient**
- On the form under "Select Your GP Practice" enter **Haxby Group York**

Then follow the instructions

TO START CONSULTATION

- In **Google Chrome** browser
- Go to **www.qdoctor.io**
- Click **Login** and enter info
- Go to "**Appointments**"

If it says "**Confirmed**" please wait for doctor to Enter Consultation

When doctor is ready click "**Enter Consultation**"

IPHONE/IPAD



You must be using iOS 11 or above

- Go to **App Store**
- Search for "**Q doctor**" (include the space after Q)
- Select **Q doctor - from MyMed Ltd**
- **Get**, then **Open** the app
- Please allow notifications
- Choose **Find my GP surgery**
- Surgery name is **Haxby Group York**
- Then **Sign Up**

Then follow the instructions

At your consultation time you'll get a notification to tell you it's starting (if you allowed notifications). **Select to launch** app, then select "**Started**" to enter your consultation.

If notifications not allowed - or you need to log in again - open app and follow these steps at your consultation time.

- Login, go to **Appointment**
- Select **Started** to enter consult

ANDROID



- Go to **Google Play Store**
- Search for "**Q doctor**"
- Select **Q doctor - from My Med Ltd**
- **Install**, then **Open** the app
- In top right menu select **SignUp**, then **Patient/NHS Patient**
- Follow the instructions to sign up
- At end of form under "Select Your GP Practice" enter **Haxby Group York**

Then follow the instructions

At the time of your consultation, go to **Appointments** screen and you'll see your confirmed appointment.

You'll get a notification when the doctor joins the consultation, select it, then select "**Enter consultation**".

If you're not already logged in, you'll need to do so.

PLEASE NOTE

You will not get a video call from the doctor - you need to be logged in to your chosen device at the time of your appointment and follow the instructions above to start your consultation. This is where the video consult with the doctor takes place.

Your doctor may be running behind schedule - **please be logged in and ready at your appointment time** and follow the instructions above when your consultation starts.