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 Coronavirus GP features Pharmacy services [Sign in](#) [Register](#)

Do not book a GP appointment if you have a fever (over 37.8 degrees), new cough, loss of or change to your sense of smell.
Stay at home and avoid close contact with other people for at least 10 days - people you live with will need to self-isolate for 14 days.


[Click here to use our coronavirus symptom checker to see if you need medical help.](#)
Find further information from the NHS for users in [England](#) and [Scotland](#)

Take control of your healthcare

In partnership with 

Patient Access connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health services for you or your family via your mobile or home computer.


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Click on **Sign In**


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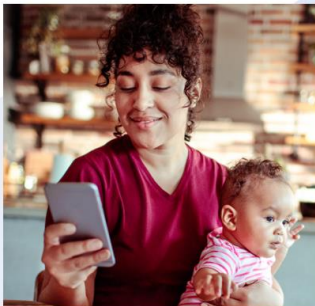
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Type your symptom in Search box of Contact your doctor online and get health advice or Health Advice

← → ↻ 🏠 app.patientaccess.com/dashboard ⚙ ☆ ⓘ ⓘ ⋮

 [Support Centre](#)  Mick Mouse [4](#)

-  Home
-  Coronavirus Information
-  Health Advice
-  Appointments
-  Repeat Medication
-  Medical Record ▾
-  Messages



Looking to lose weight this year?

Find a solution that works for you.

[Find out more](#)

Contact your doctor online and get health advice

Please enter your main symptom (e.g. headache)

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Patient Access ? Support Centre Mick Mouse 4

Home
Coronavirus Information
Health Advice
Appointments
Repeat Medication
Medical Record
Messages

Terms of Use Privacy Policy
Cookies Accessibility

Health Advice

Contact your doctor online and get health advice

Please enter your main symptom (e.g. headache) 🔍

A coronavirus query
Find out if you need to take action for possible coronavirus infection

A medication request form
A general medication request form

Admin including medical reports & letters
Request a GP letter, medical examination or report, or ask a general query.

Alcohol
Find out about sensible drinking, the risks of drinking to excess and services available.

Animal and human bites
Get information on bites from dogs, cats and humans. To contact your practice or get information on insect bites and stings, please...

Asthma
Get advice or contact your practice about asthma or a related query.

Athlete's foot
Get advice or contact your practice about itchy toes or a related query.

Back pain
Get advice or contact your practice about back pain, sciatica or a related query.

Becoming an organ donor
Find out how to register as an organ donor - donors save lives!

← → ↻ 🏠 app.patientaccess.com/health-advice?search=pain

Patient Access ? Support Centre Mick Mouse 4

Home
Coronavirus Information
Health Advice
Appointments
Repeat Medication
Medical Record
Messages

Terms of Use Privacy Policy
Cookies Accessibility

Health Advice

Contact your doctor online and get health advice

pain 🔍

Back pain
Get advice or contact your practice about back pain, sciatica or a related query.

Breast problems
Get advice or contact your practice about breast pain, lumps, nipple discharge or other breast problems

Chest pain
Get advice or contact your practice about chest pain or a related query.

Eye Pain
Get advice or contact your practice for eye pain or a related query.

Muscle & joint problems
Get advice or contact your practice about problems with joints including neck, shoulder, elbow, wrist, hand, knee, ankle and foot pain.

Red Eye
Get advice or contact your practice about a red, sore or painful eye, including conjunctivitis.

Sickness, diarrhoea, bowel problems and stomach pain
Get advice or contact your practice about vomiting, diarrhoea, tummy (abdominal) pain and problems swallowing.

Women's health
Get advice or contact your practice if you have period problems; vaginal bleeding, itching or discharge, or pelvic pain.

Or if you can't find your symptom in the search box, then use **GENERAL HEALTH QUERY**

← → ↻ 🏠 app.patientaccess.com/health-advice?search=general

Patient Access ? Support Centre Mick Mouse 4

Home
Coronavirus Information
Health Advice
Appointments
Repeat Medication
Medical Record
Messages

Terms of Use Privacy Policy
Cookies Accessibility

Health Advice

Contact your doctor online and get health advice

general 🔍

A medication request form
A general medication request form

Admin including medical reports & letters
Request a GP letter, medical examination or report, or ask a general query.

General health query
Feel unwell or have a health query? Contact us or use a symptom checker.

Click on **Contact your practice with your general health queries**

app.patientaccess.com/health-advice/26

Patient Access

Support Centre Mick Mouse

Home Coronavirus Information Health Advice Appointments Repeat Medication Medical Record Messages

General health query

Health Advice > General health query

Feel unwell or have a health query? Contact us or use a symptom checker.

Online symptom checker

Follow this link to check your health symptoms

Contact your practice with your general health queries

PLEASE USE THIS FORM ONLY FOR QUERIES WHICH CANNOT BE COVERED BY ANY OTHER FORM IN OUR SYSTEM.

Click on **Start >**

app.patientaccess.com/health-advice/26/form/62

Patient Access

Support Centre Mick Mouse

Home Coronavirus Information Health Advice Appointments Repeat Medication Medical Record Messages

Contact your practice with your general health queries

Health Advice > General health query > Contact your practice with your general health queries

PLEASE USE THIS FORM ONLY FOR QUERIES WHICH CANNOT BE COVERED BY ANY OTHER FORM IN OUR SYSTEM.

Start >

Before you start

- This service is for non-urgent queries only. For such queries click [here](#).
- Your GP practice will aim to respond to your query within 2 working days.
- If your query is not submitted, no details will be sent to your GP.
- You must be over 16 to use this service, although you may use this service to contact the practice about a person you care for who is under 16
- You must be registered as a patient with E12 Medical Centre
- You must be currently living in the UK
- If you need to submit this query on behalf of a patient that is not associated with this account, please do this via [your practice web site](#)

Related resources

[Online symptom checker](#)

Tick all the **Check boxes**

app.patientaccess.com/health-advice/26/form/62/0

Patient Access

Support Centre Mick Mouse

Home Coronavirus Information Health Advice Appointments Repeat Medication Medical Record Messages

Contact your practice with your general health queries

[< Back](#)

The answers you give will be sent securely to this Organisation to be reviewed by the appropriate team member in the practice. Your answers will be used by this Organisation to identify you and to make decisions about your care. Please answer all questions as accurately as possible, and take any advice offered. You may be offered specific advice, or be advised to seek alternate help.

☐ I consent to this Organisation using my data as described.

Although a parent or carer can use this system to contact a GP and seek health advice about under 16s, only people who are 16 years old or over can complete the questions in this service.

☐ I confirm that I am 16 years old or over.

Terms of use

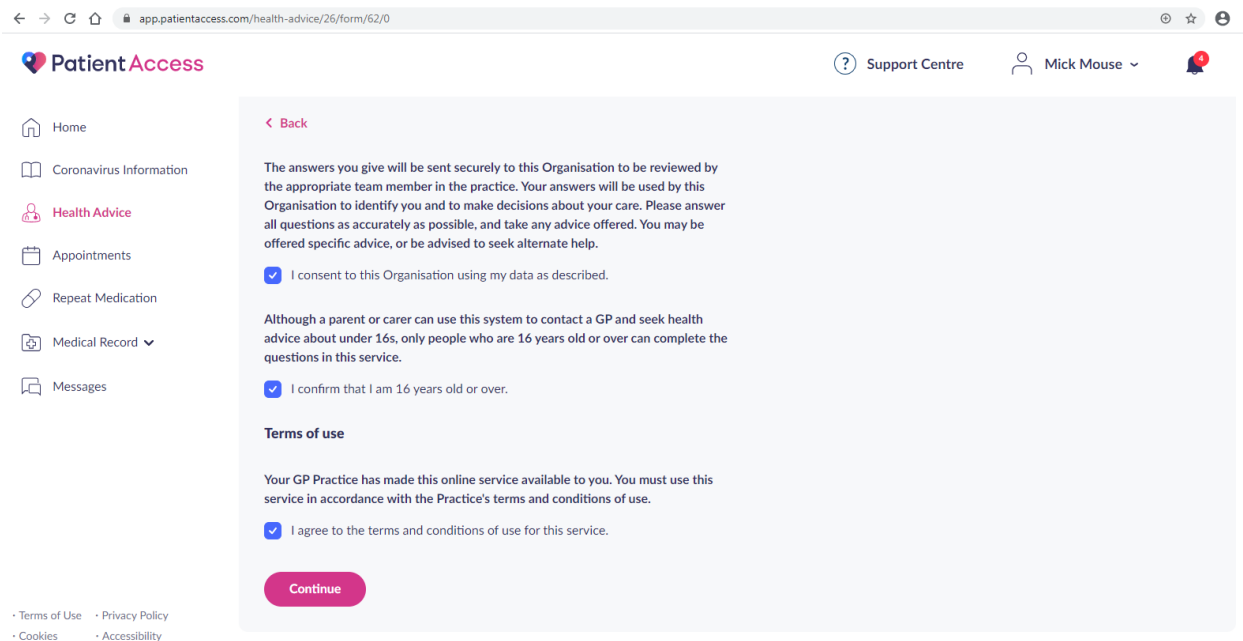
Your GP Practice has made this online service available to you. You must use this service in accordance with the Practice's terms and conditions of use.

☐ I agree to the terms and conditions of use for this service.

Continue

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And then click on **Continue**



The screenshot shows the PatientAccess website interface. The left sidebar contains navigation links: Home, Coronavirus Information, Health Advice (highlighted), Appointments, Repeat Medication, Medical Record, and Messages. The main content area is titled 'Health Advice' and contains a 'Back' link, a consent statement, a checkbox for consent, a disclaimer about age, another checkbox for age confirmation, a 'Terms of use' section, and a 'Continue' button. The URL in the browser is app.patientaccess.com/health-advice/26/form/62/0.

PatientAccess

Support Centre Mick Mouse

Home Coronavirus Information Health Advice Appointments Repeat Medication Medical Record Messages

Terms of Use Privacy Policy Cookies Accessibility

< Back

The answers you give will be sent securely to this Organisation to be reviewed by the appropriate team member in the practice. Your answers will be used by this Organisation to identify you and to make decisions about your care. Please answer all questions as accurately as possible, and take any advice offered. You may be offered specific advice, or be advised to seek alternate help.

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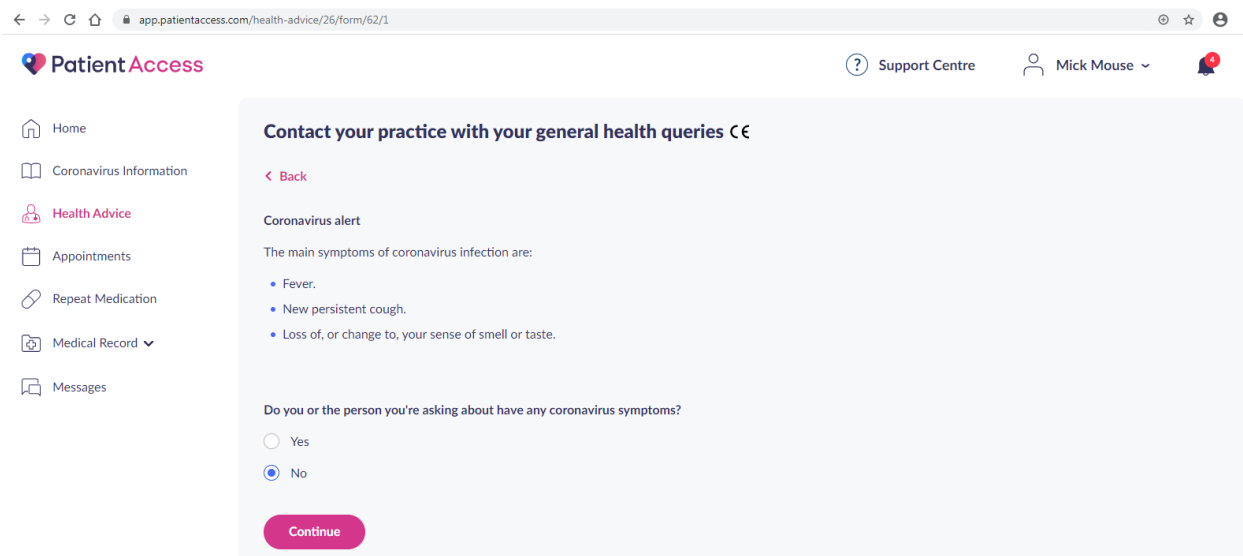
Terms of use

Your GP Practice has made this online service available to you. You must use this service in accordance with the Practice's terms and conditions of use.

☒ I agree to the terms and conditions of use for this service.

Continue

If you don't have Coronavirus symptoms, select **NO** and **Continue**



The screenshot shows the PatientAccess website interface. The left sidebar contains navigation links: Home, Coronavirus Information, Health Advice (highlighted), Appointments, Repeat Medication, Medical Record, and Messages. The main content area is titled 'Contact your practice with your general health queries' and contains a 'Back' link, a 'Coronavirus alert' section, a list of symptoms, a question about symptoms, radio buttons for 'Yes' and 'No' (with 'No' selected), and a 'Continue' button. The URL in the browser is app.patientaccess.com/health-advice/26/form/62/1.

PatientAccess

Support Centre Mick Mouse

Home Coronavirus Information Health Advice Appointments Repeat Medication Medical Record Messages

Contact your practice with your general health queries

< Back

Coronavirus alert

The main symptoms of coronavirus infection are:

- Fever.
- New persistent cough.
- Loss of, or change to, your sense of smell or taste.

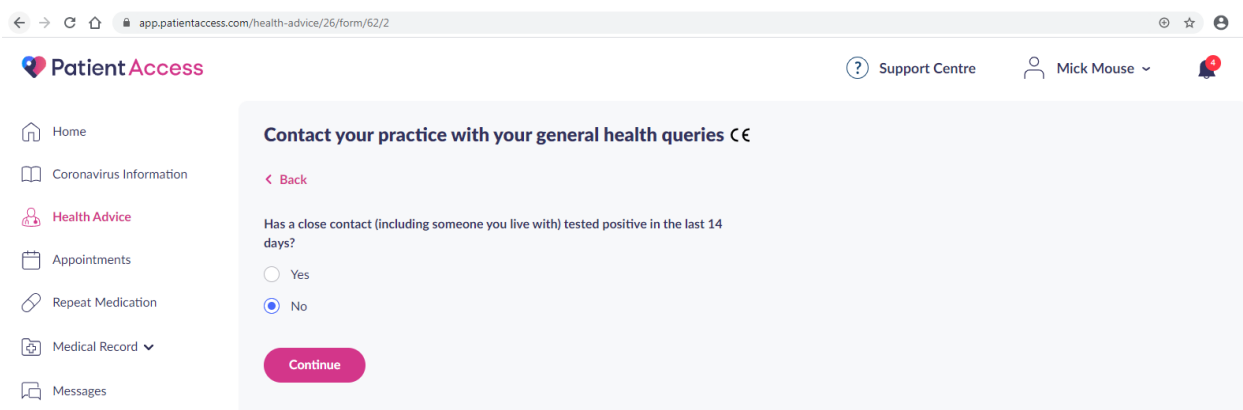
Do you or the person you're asking about have any coronavirus symptoms?

☐ Yes

☒ No

Continue

If your close contact didn't have Coronavirus in the last 14 days, select **NO** and **Continue**



The screenshot shows the PatientAccess website interface. The left sidebar contains navigation links: Home, Coronavirus Information, Health Advice (highlighted), Appointments, Repeat Medication, Medical Record, and Messages. The main content area is titled 'Contact your practice with your general health queries' and contains a 'Back' link, a question about close contact, radio buttons for 'Yes' and 'No' (with 'No' selected), and a 'Continue' button. The URL in the browser is app.patientaccess.com/health-advice/26/form/62/2.

PatientAccess

Support Centre Mick Mouse

Home Coronavirus Information Health Advice Appointments Repeat Medication Medical Record Messages

Contact your practice with your general health queries

< Back

Has a close contact (including someone you live with) tested positive in the last 14 days?

☐ Yes

☒ No

Continue

Click on **Continue**

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app.patientaccess.com/health-advice/26/form/62/3

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Support Centre

Mick Mouse



🏠 Home

📖 Coronavirus Information

 **Health Advice**

📅 Appointments

🔁 Repeat Medication

📁 Medical Record

📧 Messages

Contact your practice with your general health queries

< Back

Please note that this form is **ONLY FOR QUERIES WHICH CANNOT BE COVERED BY ANY OTHER FORM IN OUR SYSTEM.**

Please make sure you have checked (including using the search bar to enter your main symptom) that none of the other forms relates to your query.

Please note:

- Any incorrectly filled form will not be passed to the doctor, but will be returned to you (e.g. if you have a query about one of the topics in the home page but still use this form).
- You must only enter one query on each form. If you have more than one query, you must submit a new form for each query.

Continue

Select as appropriate to your conditions or to **CONTACT** your GP, select “**NONE OF THE ABOVE**”.

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app.patientaccess.com/health-advice/26/form/62/4

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Support Centre

Mick Mouse



🏠 Home

📖 Coronavirus Information

 **Health Advice**

📅 Appointments

🔁 Repeat Medication

📁 Medical Record

📧 Messages

Contact your practice with your general health queries

< Back

This form is for non-urgent queries. These questions will help to determine whether this form is appropriate for your problem or query

Even if you have none of the symptoms below, you should seek urgent medical help if:

- You develop any of these after you submit the form; or
- Your symptoms become rapidly worse.

Are you experiencing any of the following?

☐

Severe drowsiness, confusion or unconsciousness (can't be woken up)

☐

Seizure (fit) - someone is shaking or jerking because of a fit, or is unconscious (can't be woken up)

☐

Severe problems breathing - gasping, not being able to speak, choking or blue lips

☐

Heavy bleeding that won't stop

☐

Pain like a tight band, heavy weight or squeezing in the middle of the chest (which may be a sign of a heart attack)

☐

Sudden, rapid swelling of the eyes, lips, mouth, throat or tongue

☐

New sudden weakness of one arm or leg drooping of one side of the face, or problems speaking (including slurred speech)

☐

Significant trauma such as a road traffic accident, fall from height or significant head injury

☐

Wanting to harm yourself or others, or end your life

☐

None of the above

Continue

🏠 Home

📖 Coronavirus Information

 **Health Advice**

📅 Appointments

🔁 Repeat Medication

📁 Medical Record

📧 Messages

Are you experiencing any of the following?

☐

Severe drowsiness, confusion or unconsciousness (can't be woken up)

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Seizure (fit) - someone is shaking or jerking because of a fit, or is unconscious (can't be woken up)

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☐

New sudden weakness of one arm or leg drooping of one side of the face, or problems speaking (including slurred speech)

☐

Significant trauma such as a road traffic accident, fall from height or significant head injury

☐

Wanting to harm yourself or others, or end your life

☒

None of the above

Continue

Please **complete** the boxes with much detail to help the GP to determine your queries quickly and efficiently.

app.patientaccess.com/health-advice/26/form/62/5

Support CentreMick Mouse

Home

Coronavirus Information

Health Advice

Appointments

Repeat Medication

Medical Record

Messages

Home

Coronavirus Information

Health Advice

Appointments

Repeat Medication

Medical Record

Messages

Repeat Medication

Medical Record

Messages

Terms of Use

Privacy Policy

Cookies

Accessibility

Contact your practice with your general health queries

Back

Briefly describe your reason for contacting us:

If you have any symptoms please provide details including how long you have had them: (optional)

Please detail any self-care (e.g. medication) you have tried: (optional)

Is there anything you are particularly worried about? (optional)

What do you hope to receive from us?

How soon do you think you need a response from us? (we will do our best to respond within this timeframe but cannot guarantee it)

Today (or within 1 working day if the practice is not open today)

Tomorrow (or within 2 working days if the practice is not open today)

Within 3 working days

Please tell us any time in the next 2 working days when you are not available for the practice to contact you. We will try to avoid these times, but please be aware that this may not be possible so do try to be available.

Continue