



## **Ask NHS newsletter and GP practice website article**

---

### **Ask NHS is now live at your practice**

We are pleased to announce that the new app, Ask NHS has now launched at our practice. The app is free to download on any mobile device and provides patients with a symptom checker, self-care advice and access to book the most appropriate GP appointment.

Using the app can help you take more control of your own health. A virtual healthcare assistant, Olivia, will ask you a series of questions (approximately 15) to assess your symptoms in a clinically safe and NICE accredited way. Olivia will then recommend the most appropriate care for you which might be self-care advice via [www.nhs.uk](http://www.nhs.uk), appropriate GP appointment, GP call back or direction to urgent or emergency care.

For patients who need to see a GP, the app can prioritise those patients into the most appropriate appointment slots based on their needs. You'll be able to directly book an urgent or routine appointment without having to call the practice.

The Ask NHS app is available on both iOS and Android phones, smart devices. It is free to download from the App Store (Apple devices) or Google Play (Android devices).

For more information about Ask NHS visit [www.sensely.com/asknhs](http://www.sensely.com/asknhs)

### **Frequently Asked Questions**

#### **Where do I get the app from?**

Ask NHS is available on both iOS and Android phones and smart devices. It is free to download from the App Store (Apple devices) or Google Play (Android devices).

#### **What other services are available through the Ask NHS app?**

Ask NHS offers a self-care option which directs the patient to information from [www.nhs.uk](http://www.nhs.uk), a service finder for information about local healthcare services (dentists, pharmacies and A&E). You can also book and cancel appointments at your GP practice.

#### **Can I book an appointment with my GP?**

Depending on your symptoms, if you need to see a GP the app will direct you to appropriate appointments available at your GP practice.

**Who can access the app?**

All patients who are registered with a GP in Buckinghamshire can access services through this app. Anyone can download the symptom checker. Patients with mental health symptoms and carers are advised to contact their GP. Pregnant women and cancer patients are also advised to contact their GP. This app should not be used for patients under the age of 18 years old.

**When can I use the app?**

The app is available to access 24 hours a day, 7 days a week on your personal device.