

[Mill Road Surgery](#) would like to invite you to join DoctorLink.

We have been looking at how we can improve access to Practice services; DoctorLink is our new online service where you can:

Seek clinically approved medical advice around the clock. This helps to reduce unnecessary surgery appointments, getting patients to the right place for their clinical need. DoctorLink will provide advice on how to best manage your symptoms • DoctorLink can be accessed from any laptop, mobile phone or tablet device, 7 days a week from any location

How does it work?

- DoctorLink uses a Symptom Assessment tool to complete triage on patients who access the practice online looking for an urgent/same day appointment. Patients are asked a series of clinical questions based on their concern/illness.
- The outcomes of the symptom assessment are processed according to the clinical need.
- The practice will receive a copy of the symptom assessment highlighting the required action needed
- As DoctorLink is accessible 24/7 it is able to cater for both in and out of hours scenarios directing patients to the most appropriate place (pharmacy/dental/GP Service/A&E)

Sign-up is simple and you can create an account here <https://app.doctorlink.com/millroad/register>

For all urgent appointments, we ask that you undertake a symptom assessment through DoctorLink.

The symptom assessment will ask you a number of questions to help to identify your problem.

The outcome of your assessment will direct you to the right treatment, whether emergency care, your GP, nurse or self-care.

If your outcome indicates that an appointment is required at your GP practice, you simply click on the “request an appointment” button.

Once the request has been submitted, you will then be contacted by the Practice Team, within the identified timeframe (as outlined in the outcome of your symptom checker).

**The information you provide will be shared with our clinical team and will assist in providing robust information of your problem to the required clinical team member prior to them contacting you.**

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