



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 at East and Mercian Hub, we're using **Q doctor** to enable video consultations with GPs.

Consultations are currently available on Sundays from 10am-12pm and we're hoping to expand this service in the future.

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.



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




For example:

Acne, Anxiety, Athlete's foot, Blepharitis, Colds, Conjunctivitis, Contraception (Emergency), Dry skin, Eczema, Fever, Fungal infection, Hayfever, 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, Sinusitis, Sleep hygiene, Smoking cessation, Sore throat, Stress, Stye, Superficial skin complaints, Urine infections, 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	TO START CONSULTATION
<p>PC/MAC</p> 	<ul style="list-style-type: none"> • In Google Chrome browser • Go to www.qdoctor.io • Click Sign up • Choose Patient/NHS Patient • Under “Select Your GP Practice” at the end of the sign up screen find East and Mercian Hub <p>Then follow the instructions to sign up and book</p>	<ul style="list-style-type: none"> • In Google Chrome browser • Go to www.qdoctor.io • Click Login and enter info • Go to “Appointments” <p>If it says “Confirmed” please wait for doctor to Enter Consultation</p> <p>When doctor is ready click “Enter Consultation”</p>
<p>IPHONE/IPAD</p> 	<ul style="list-style-type: none"> • 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 and search for ‘East and Mercian Hub’ • Then Sign Up <p>Then follow the instructions to sign up and book</p>	<p>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.</p> <p>If notifications not allowed - or you need to log in again - open app and follow these steps at your consultation time.</p> <ul style="list-style-type: none"> • Login, go to Appointment • Select Started to enter consult
<p>ANDROID</p> 	<ul style="list-style-type: none"> • 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 • Under “Select Your GP Practice” at the end of the sign up screen find East and Mercian Hub <p>Then follow the instructions to book</p>	<p>At the time of your consultation, go to Appointments screen and you’ll see your confirmed appointment.</p> <p>You’ll get a notification when the doctor joins the consultation, select it, then select “Enter consultation”.</p> <p>If you’re not already logged in, you’ll need to do so</p>

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.

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Any problems please call
Q doctor on 0330 223 0349

Q doctor
Feel better quicker