

We are moving to a new online consultation system

On Tuesday 14th November we are moving over to our new online consultation system, KLINIK.

Here are some frequently asked questions to provide further information.

What is Klinik?

Klinik is an online consultation service and appointment solution available through our website, tablets and smartphones.

Why are Corner Place Surgery moving to Klinik?

Klinik is not just an online tool but a total triage system that will bring improvements to both the way patients' access care and the way our staff can then assess needs and find the most appropriate clinician or service to help. Although our current online system is good, Klinik will provide a fairer patient experience and make diagnosis for our GPs safer and quicker.

Where and when can I access this service?

Klinik will be available between 8am - 5pm weekdays. It can be accessed on our website www.cornerplacesurgery.co.uk or from 14th November via our new website www.cornerplacesurgerypaignton.nhs.uk

What if I do not have a computer/tablet or smart phone and cannot access the internet?

If you are not able to use the online form, you can be supported to use it by one of our patient facing services staff who will guide you through it over the telephone. We will also have access to it in the waiting room.

What kind of information do I have to provide?

To refer you to the right care pathway for clinical enquiries, the service asks you to describe your query, symptoms and their location. Naturally, you need to provide your personal and contact details so that we can contact you regarding the next steps in your treatment process. Please be aware if speaking to a Health Navigator it will be essential to provide this information.

My relative/child cannot submit a contact request themselves. Can I submit it on their behalf?

Yes, the service allows acting on relatives' or children's behalf if they have given their permission for this (in case the child is under 10 years of age, no permission is required). If you are using the service on someone else's behalf, remember to indicate this on the form under "Give your personal details" by ticking the box "I am using the service on someone else's behalf" and filling in your details.

What happens after I submit my request?

Once you've submitted your symptoms and comments using the body map interface, or called us, our GP led care navigation team will triage your request based on the clinical urgency of your condition and a decision will be made on the next steps. Our team may call you, send you a text message or email to make an appointment or offer a more appropriate service.

What if I need help with more than one problem?

If you have more than one health related concern or an additional administrative enquiry, please submit separate requests for each, using the appropriate tiles on the platform.

Can I also take care of other health-related matters through the service (prescription renewals, test result enquiries, etc.)?

Yes, you will be able to request prescriptions, ask for test results, make insurance requests, request self book text messages for multiple different nurse appointments and many other things.

Is my personal data safe with Klinik?

Yes, Potentially sensitive data is stored within the UK using technical architecture, processes and security features approved by the NHS. Klinik assures compliance with regulatory and legal requirements for both UK and EU, i.e., GDPR in general, Data Security and Protection Toolkit (NHS) and Cyber essentials (NHS). Everything you write into the Klinik form is secure, confidential and copied into your medical record.

We would appreciate it if our patients who are able to and have access to the internet use the Klinik form as their preferred way of contacting us, leaving the telephone lines available for patients who are unable to access the internet.

We have tried to cover all of the questions we think you may have, however if there is something you are unsure of, we are always here to help, please let us know.