

Online Consultation Change

Draft Communication Templates for Practices.

1. Initial Communication to Practices (Migration Overview)

Dear Practice Team,

As part of the Greater Manchester digital programme, practices will be moving to a new online consultation platform. In Bolton, this will involve moving to the AccuRx Gold package as the primary solution for online consultations, messaging, and patient communication.

This change aims to:

- Streamline digital tools across practices
- Improve patient access to online consultations
- Support more efficient communication with patients

What this means for your practice

Over the coming months, your practice will be supported in moving from existing systems (eConsult and iPlato) to AccuRx.

This will involve:

- Setting up AccuRx online consultation functionality
- Reviewing current messaging and templates
- Updating website links to reflect the new consultation process
- Communicating these changes to patients

Important considerations

During the transition, there are several areas practices will need to review:

- **Batch messaging:** Existing templates may need to be recreated in AccuRx
- **Friends & Family Test reporting:** Automated reporting currently provided by iPlato will cease **Tip:** Use this helpful guide to set up your own Friends and Family Test [Guidance on FFT Data \(Accurx\).pdf](#) within this link is information on how to make a FFT through MS Forms, it is important to note that practices will need to raise a service desk ticket for access to MS Forms if you don't already have it.

- **My GP App users:** Patients will need to be signposted to the NHS App instead. Here you can find guidance on identifying MyGp App patients to communicate this to – [Which of my patients has the NHS app? – iPLATO](#)
- **Website updates:** Online consultation links will need to be updated

In addition, **NHS App integration will need to be updated to align with the new supplier.**

If you have any questions or would like further support, please get in touch.

Support available

You will be supported throughout the migration process by the project team.

Guidance will include:

- A resource pack explaining the changes
- Templates for patient communications
- Support with system configuration
- Guidance on messaging and workflow changes

We will be in touch shortly to discuss next steps and potential migration dates.

If you have any questions in the meantime, please do not hesitate to get in touch.

2. Pre-Go-Live Practice Checklist Email

Subject: Preparing for your AccuRx Online Consultation Go-Live

Dear Practice Team,

As your practice prepares to move to AccuRx for online consultations, there are a few key areas to review before your go-live date.

Key preparation steps

Please review the following before the migration:

1. Messaging templates

If you currently use iPlato for batch messaging, templates may need to be recreated within AccuRx.

2. Friends and Family Test reporting

If your practice currently receives automated FFT reports through iPlato, you may need to review how this reporting will be managed moving forward.

3. My GP App users

Patients currently using the My GP App may need to be directed to the NHS App once the new consultation pathway is live.

4. Website updates

Your practice website will need to link to the new AccuRx online consultation form.

5. Contact NHSE to switch the NHS App to the new supplier

6. Patient communications

Patients should be informed of the upcoming change before go-live.

A full guidance pack and communication templates are available to support these steps.

We will arrange a short call to confirm your migration date and ensure everything is in place.

3. Patient Announcement (Website / Telephony greeting/holding message / SMS / Poster)

Important: Changes to our Online Consultation Service

Our practice will soon be introducing a new online consultation form to help patients contact the practice more easily.

From [DATE], patients will be able to submit online requests using a new form. We will stop using the current EConsult and move to AccuRx, which will allow you to:

- Contact the practice online for medical or administrative queries
- Submit requests without needing to call the practice
- Receive updates and messages securely

What do patients need to do?

You will be able to access the new system via our practice website.

If you currently use the My GP App, please note that this will no longer provide access to online consultations. We recommend using the NHS App or visiting our website and we will send you the new link to download the App via text message.

Further information will be available on our website shortly

Thank you for your support as we improve our digital services.

4. SMS Message to Patients

Our practice is introducing a new online consultation system on [DATE]. Please visit our website to submit requests online. If you use the My GP App, please download the NHS App or access services via our website.

5. Patient NHS App Promotion Message

Subject: Access your GP services using the NHS App

Dear Patient,

We recommend using the NHS App to access many GP services online.

Using the NHS App you can:

- Order repeat prescriptions
- View your GP health record
- Manage appointments
- Access online consultations

If you currently use the My GP App, please consider downloading the NHS App as this will be the main platform for accessing GP services.

You can download the NHS App here:

<https://www.nhs.uk/nhs-app/>

Thank you.

6. Practice Poster Text (Waiting Room) [New Online Consultation System – Accurx](#)

We're improving how you contact the practice



Our practice will soon introduce a new online consultation system.

From [DATE] you will be able to contact the practice online using AccuRx.

You can:

- Submit medical queries
- Ask administrative questions
- Contact the practice without calling

Please visit our practice website for more information.

For comms regarding NHS App Disruption during initial period, please see Resource pack. [Online Consultation Resource Pack – Accurx](#)