

Pembroke Medical Group

Online Consultation Guide

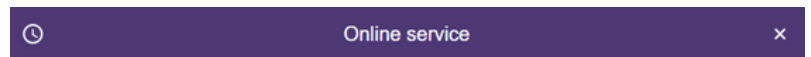


First, use a computer, phone, or tablet to visit the Pembroke House Surgery website at <https://pembrokehousesurgery.co.uk/>

Next, you will see 'Contact Us Online' on your screen. Click on 'Start Here'.

The Pharmacy First Service is the first page you will see when accessing Klinik. Here you can book a video call with a Pharmacist!

Simply choose the condition you want to speak to a pharmacist about and click continue.



Contact us online

START HERE

KLINIK ACCESS

NHS

Did you know pharmacies can deal with contraception requests and treat the following conditions more quickly and equally as effectively as your GP? Through our partner, My Local Surgery, you can have a free video consultation with a Community Pharmacist at a time that is convenient to you. Any prescribed medication is posted directly to your home. You will receive this the day after your consultation and postage is free.

To use this service, please select your condition below:

Video consultation for UTIs

Are you experiencing smelly ur... [Read More](#)

Video consultation for sore throat

Does it hurt to swallow?Is you... [Read More](#)

Video consultation for sinus infection

Do you have a blocked nose, a ... [Read More](#)

Video consultation for infected insect bite

Have you had a recent insect b... [Read More](#)

Video consultation for impetigo

Do you have reddish sores that... [Read More](#)

Video consultation for shingles

Do you have red spots that hav... [Read More](#)

Video consultation for contraception requests

Our pharmacies can supply your... [Read More](#)

Video consultation for UTIs

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Video consultation for sinus infection

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Video consultation for

Video consultation for

Video consultation for

To access Klinik visit our website <https://pembrokehousesurgery.co.uk/>

Unsure how to use Klinik? Speak to one of our staff for help!

You will be redirected to the Pharmacy First Website to book your video appointment.

The screenshot shows the NHS Pharmacy First website. At the top, it says 'NHS Pharmacy First' with a 'Learn More' link. The main heading is 'Avoid frustrating waits for GP appointments.' Below this, it states: 'Get a free online video consultation for common conditions under the NHS Pharmacy First scheme. With prescription medication, delivered for FREE'. There are two main buttons: 'Book an Appointment' (green) and 'Or, Join the Live Queue' (white with a black border). Below the buttons, it says 'Average wait 12 minutes'. At the bottom, there is a Trustpilot review section showing 'Excellent' with 5 stars and '214 reviews on Trustpilot'. On the right side, there are four condition cards: 'Urinary Tract Infection' (blue), 'Sore throat' (green), 'Sinusitis' (purple), and 'Infected Insect Bites' (yellow). Each card has a 'Learn More' link and an icon. At the bottom right, there is a 'See all conditions' link.

If you wish not to book an appointment with a pharmacist then scroll down the page and click to continue to my GP.

The screenshot shows a grey box with the text 'Or, would you like to carry on and submit your enquiry to your GP practice?'. Below this text is a white button with the text 'Continue to my GP'.

Scroll down to the bottom and confirm the message above.

The screenshot shows a purple button with the text 'I confirm I do not have any of the above'.

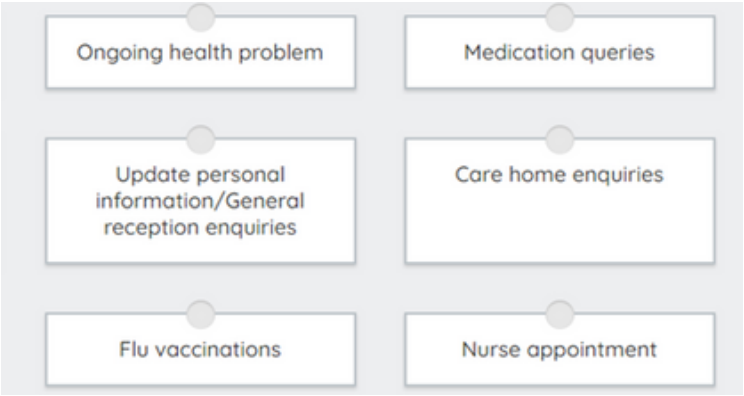
Choose how you want to access Klinik. You can sign in with your NHS login (this will fill in some of your personal details for you). If you don't have an NHS login, click 'Continue'

The screenshot shows a grey box with the text: 'If you are a registered patient of Pembroke Medical Group please select your preferred access method below. If you do not have an NHS login or if you are completing this form on someone else's behalf please click the purple continue button.' Below this text is a purple button with the text 'Continue'. Below the button is the text 'To use the NHS login select the option below'. At the bottom, there is a blue button with the NHS logo and the text 'Sign in with NHS login'.

**To access Klinik visit our website
<https://pembrokehousesurgery.co.uk/>**

**Unsure how to use Klinik?
Speak to one of our staff for help!**

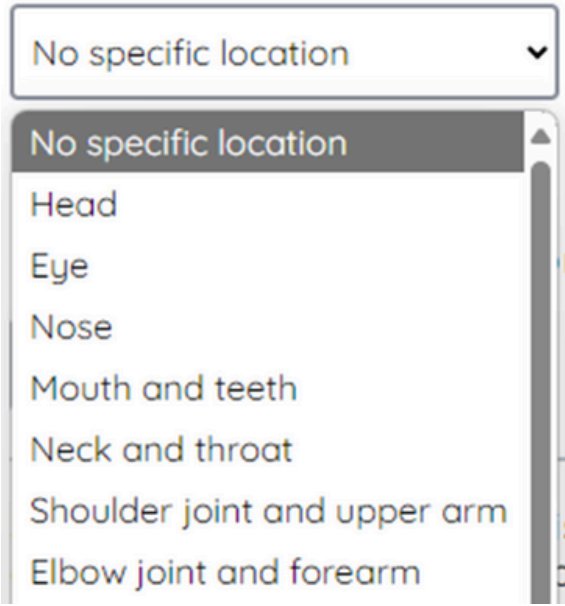
We offer different options based on what you need. Each option will then give you more specific choices to select.



In this example, we chose ‘New Health Problem’. You will then see options like age, home visit, or new mental health problem. We selected ‘Adult’



Next, you need to specify where the problem is on your body. You can either click on the picture or choose from a drop-down list.



The options you see next will depend on what you chose earlier. Select all the symptoms you are experiencing.

Select your primary symptoms (from condition onset)

Symptoms in the selected location

Bite or sting	Bleeding	Blue lips	Bruise(s)
Changed behaviour	Close contact with a coronavirus infected person		
Concentration difficulty	Contact with allergy trigger		
Croaky voice or hoarseness	Depression or anxiety	Difficulty hearing	

For each symptom you select, you can type in detail about the problem. If you're unsure what to write, there are sample questions to help you.

Describe your symptoms in more detail

Dizziness:

Describe your symptom with more detail: When did it begin? How and in what situation did it manifest? Has the symptom changed since it began? If so, how?

Bruise(s) (Bruising for no apparent reason):

Describe your symptom with more detail: When did it begin? How and in what situation did it manifest? Has the symptom changed since it began? If so, how?

Finally, enter your personal details and choose your preferred branch surgery. If you are filling out the form for someone else, tick the box and provide your details.

Fill in your information below.

☐ Tick here if you're filling the form on behalf of another person OR you're a care home worker

Patient Details

First full name *

Last name *

Date of Birth *

DD

MM

YYYY

Mobile Phone Number *

GB (+44)

Postal Code *

Email (Your confirmation receipt will be sent by email)

If you do not have a mobile number you can add a landline number in the field above instead .

Branch surgery *

-Select your branch surgery-

NHS Number *

[Find my NHS number](#)

Landline number (if preferred contact method)

☐ No NHS number available (providing your NHS number will help us to provide support to you more quickly)

Uncheck any methods you do not want us to use to contact you. Then, click 'Submit'.

Please contact me:

- ☒ Phone
- ☒ Email
- ☒ SMS

That's it! You will receive a confirmation email with a case number.

