



**Step 1:** Go to Practice website  
[www.dunstanvillagegrouppractice.nhs.uk](http://www.dunstanvillagegrouppractice.nhs.uk)

**Step 2:** You have 4 options:

1. **Ask about common problem** – If you have a specific problem
2. **Ask about general symptoms** – If you are unsure of the problem/don't have a specific condition or diagnosis
3. **Request sick notes and GP letters** – For administrative requests
4. **Get help for your child** – If you are submitting the request on behalf of your child



**Step 3:** Choosing your condition: You can select by:

- Typing in the search box
- Selecting from all conditions
- Look through A-Z of conditions
- Select on a body map

If you are submitting it for your child you must use 'For Your Child' Option



**Step 4:** Condition Specific Options:  
You can choose from boxes:

1. Self-help advice
2. Pharmacy advice
3. Treatment and advice from my GP

**Are my details kept safe?** Your data remains confidential. It is not stored on the internet or shared with others



**Step 5:** Consulting with your GP online:  
Answer a few questions about your problem.  
Privacy notices have to be confirmed and you have to consent to sharing data.

If submitted between 8am and 1pm Mon-Fri it will be replied to the same working day, if after 1pm you will receive a response by the end of the next working day

Next, let's make sure this isn't an emergency. Are you currently experiencing any of the following?

- Signs of a heart attack** - pain like a very tight band, heavy weight or squeezing in the centre of your chest or any pain that moves into your jaw or neck
- Signs of a stroke** - face drooping on one side, can't hold both arms up, difficulty speaking, or weakness or numbness on one side of your body
- Severe difficulty breathing** - gasping, not being able to get words out, choking or lips turning blue
- Heavy bleeding that won't stop** - uncontrollable bleeding from any part of your body
- Severe injuries** - including deep cuts after a serious accident

I'm NOT experiencing any of these

I am experiencing some of these

Next step

Previous step

Just to check: are you registered as a patient at Dunstan Village Group Practice?

The practice address is 131 Earle Road, Liverpool, L7 6HD.

Yes, I'm registered at Dunstan Village Group Practice

No, I am not registered at Dunstan Village Group Practice

Next step

Previous step

Tell us your sex and your date of birth

Your sex

Female

Male

Your date of birth

Day:  Month:  Year:

For example: 05 12 1970

Next step

Previous step

Now we just need to know what kind of help you would like

We'll now ask you some questions about your symptoms

Just a few last questions about your general health

You're almost done. Tell us your name and how Dunstan Village Group Practice can contact you

Your first name:

Your surname:

Your postcode:

Yes please

Address:

Postcode:

Contact phone number:

Responsible for children or vulnerable person:

Email address:

I don't want to receive a contact form

I don't want a copy of my consultation answers

I don't want to see the copy to help improve the service

I don't want to see the copy of my answers

Confirm your details and finish

Thank you, **NAME**. The answers to your consultation have been securely sent to your GPs at Dunstan Village Group Practice

We've also emailed you a confirmation of your consultation

**What happens next?**

- One of your GPs will now review your consultation.
- Your practice will respond to you by phone or email before **TIME** on **DAY & DATE**

**If you contact your GP with a new problem, to a response, call the practice on 0151 4244444 or email at practice@dvgp.co.uk. If you practice is closed, call 999 or 111 for immediate help. For more information, visit dvgp.co.uk**

Here are two important tips for ensuring you receive a response:

- A call from your practice may sometimes appear on your phone as "Blocked", "No caller ID" or "Private number"
- Check your junk email folder

**Step 6: Emergency Questions:**

You will be asked are you suffering from emergency symptoms. Select the appropriate answer.

**Step 7: Practice confirmation:**

You will be asked to confirm you are registered at the Practice.

**Step 8: Patient Information:**

You will be asked to enter your sex and your date of birth.

**Step 9: Questions regarding help, condition and health**

You will be asked a series of questions regarding the help you would like, your condition and your general health. Some will be Yes/No answers and some will provide a text box.

**YOU MUST COMPLETE ALL QUESTIONS**

**Step 10: Confirm your personal contact details and press "confirm your details and finish" button**

**Step 11: You will see a confirmation box. This will tell you the timescale for a response.**

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