



Quick guide for our patients



Doctrin is an online consultation platform patients can access on electronic devices by clicking a link on our website. You can submit a consultation during normal surgery hours and our team aims to respond within three working days. Please use Doctrin for non-urgent issues only. Scan the QR code for more details.

- Since Doctrin was introduced to Lakeside Healthcare, our teams have delivered over 125,000 consultations.
- Once you submit your case it is assigned to the most appropriate member of our team, and can be transferred between colleagues if necessary.
- If, after reviewing your case, we need to see you in person, you will be contacted directly, either in a telephone call or by a scheduled appointment.
- Doctrin gets consistently high feedback with the vast majority of patients agreeing that they were treated with compassion, received sufficient information and would recommend the platform to others.

'I love the Doctrin platform... it is a godsend. I use it all the time. Very efficient and user friendly'

'I recently contacted the surgery via Doctrin and I was very impressed with the quick and helpful response I received.'

'Doctrin has been a ground breaker for me as the service is fantastic and allows me to express/explain symptoms and impact.'

Getting started:

1) Find out more about Doctrin and access the platform by clicking on the wording in the top right hand corner of our website.

2) Scroll down and click on the 'Log in with NHS log in button.'

3) If you have already registered for NHS log in then enter your email address and the system will check your credentials.

4) Your details will be verified and you will need to enter your password. If you don't yet have your NHS log in then find out more and apply by typing: About NHS login - NHS (www.nhs.uk) into a search engine.

5) Once your details are verified you will automatically be transferred to the Doctrin platform. You will be reminded that it is not to be used for urgent or life threatening issues.

6) You will be asked to confirm that it is not an emergency.



We will check if you have an NHS login. If not, you can set one up.

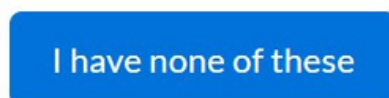
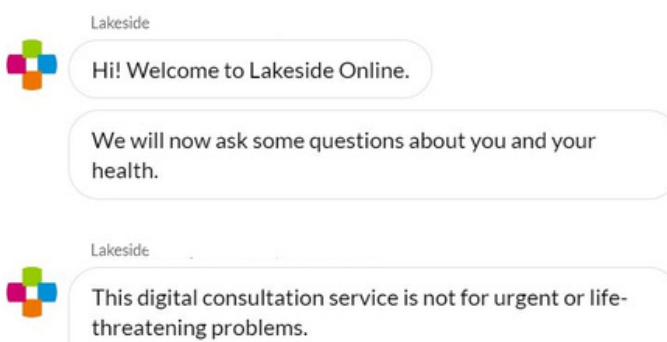
Email address

Continue

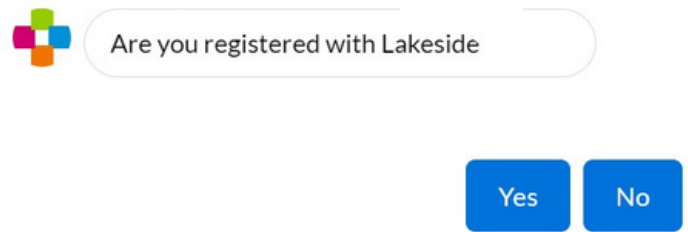
We found your NHS login

Enter your password to log in.

Password

 Show

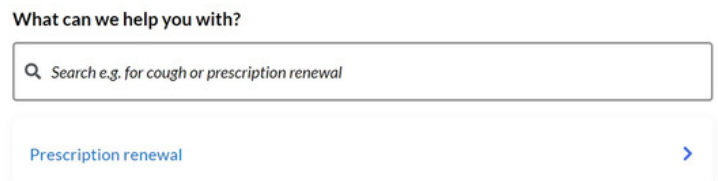
7) You will also be asked to confirm that you are registered with the practice and accept the privacy policy.



Are you registered with Lakeside

Yes No

8) You will be asked what we can help with. You can search for common terms and there is a handy A to Z list which you can also use.

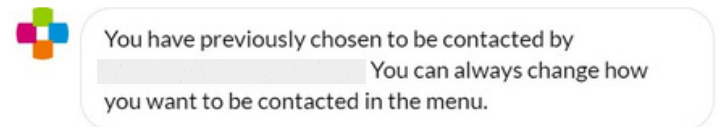


What can we help you with?

Q Search e.g. for cough or prescription renewal

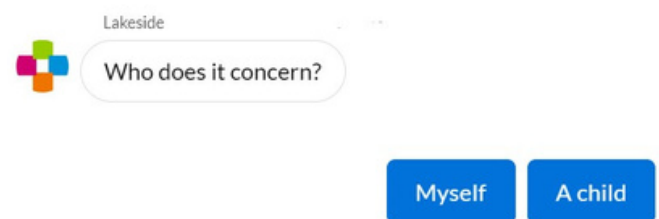
Prescription renewal >

9) Your email details will be checked and you will be asked if the consultation is for you or a child.



You have previously chosen to be contacted by [redacted] You can always change how you want to be contacted in the menu.

10) In order for your request to be submitted you need to fill in the entire questionnaire. If you drop out at any time during the process your case will not be received.

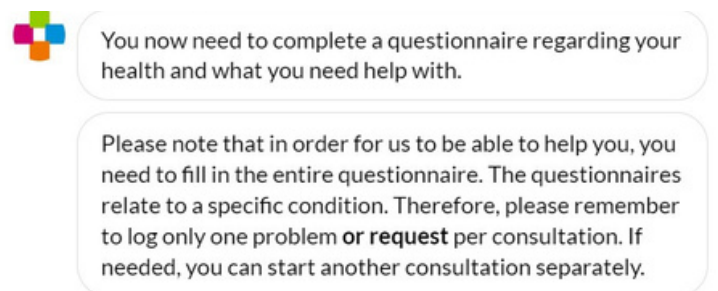


Lakeside

Who does it concern?

Myself A child

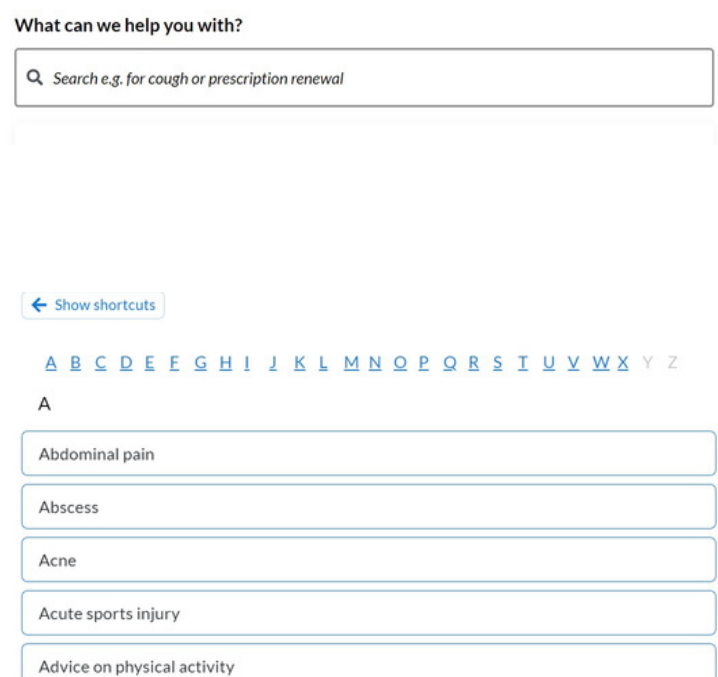
11) You will be guided through a series of questions, so that we have plenty of information, allowing us to direct your case to the most appropriate team member.



You now need to complete a questionnaire regarding your health and what you need help with.

Please note that in order for us to be able to help you, you need to fill in the entire questionnaire. The questionnaires relate to a specific condition. Therefore, please remember to log only one problem **or request** per consultation. If needed, you can start another consultation separately.

12) The platform has lots of health conditions to choose from, all of which have targeted questionnaires that are regularly reviewed and updated.



What can we help you with?

Q Search e.g. for cough or prescription renewal

Show shortcuts

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

A

Abdominal pain

Abscess

Acne

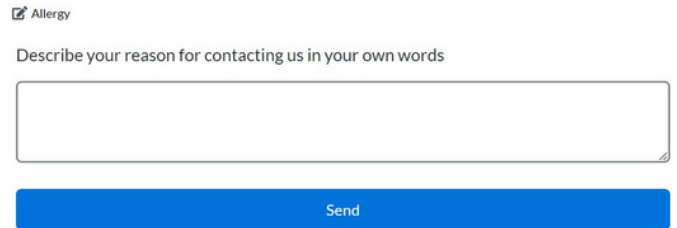
Acute sports injury

Advice on physical activity

13) The platform is easy to use. There are plenty of free text boxes where you can submit personalised information.

14) Once you have completed the entire consultation your case will be submitted and reviewed. Our team has a target response time of up to three working days.

15) The 'conversation' between you and our team member may take the form of a web-chat, so messaging may not be 'in real time.'



🚩 Allergy

Describe your reason for contacting us in your own words

Send

16) We can also send you further information within the platform or request further evidence, like asking you to upload photos or videos of your condition.

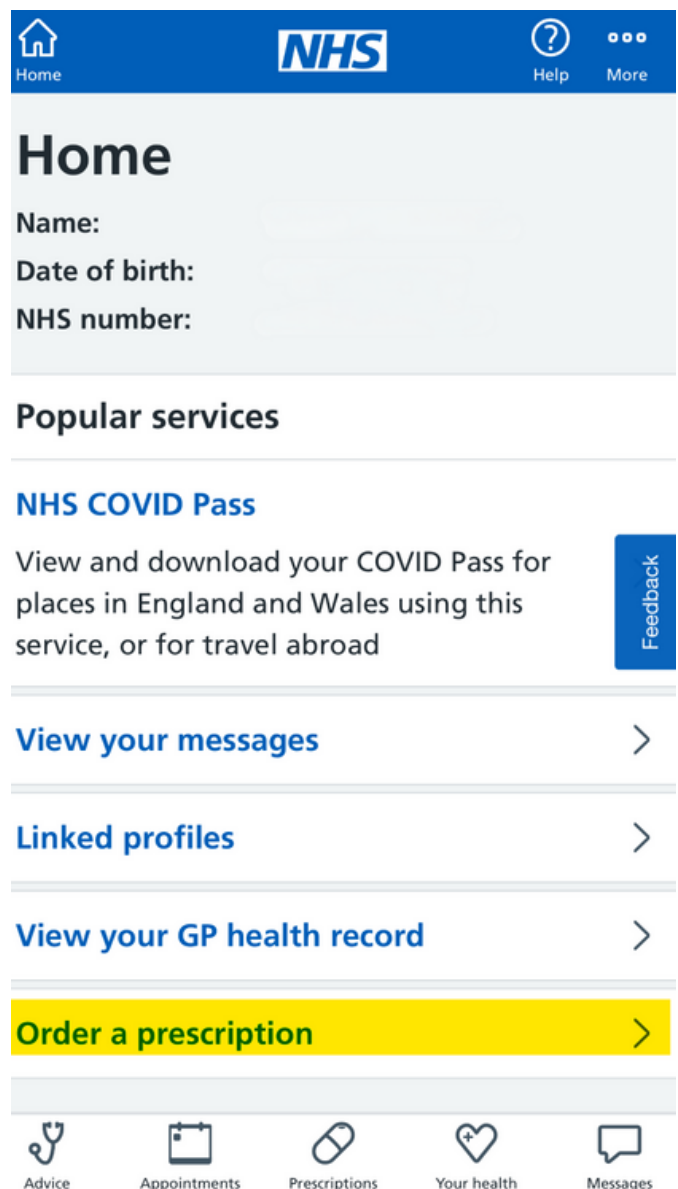
17) Once we have dealt with your concern satisfactorily then your case will be closed and you will receive an email notification of this.

Please use the NHS App to order your repeat prescriptions:

It is much quicker and easier to order repeat prescriptions using the NHS App rather than logging on to Doctrin.

If you haven't got the app it can be easily downloaded. Then log in using your NHS log in details. (You need these to use Doctrin anyhow).

'Order a prescription' is one of the Options available on the NHS App's home screen. You can easily see your medications and orders there. If you haven't used it yet then please give it a try. It is a quick and convenient way to order your regular medication.



Home | NHS | Help | More

Home

Name:
Date of birth:
NHS number:

Popular services

- NHS COVID Pass**
View and download your COVID Pass for places in England and Wales using this service, or for travel abroad
- View your messages**
- Linked profiles**
- View your GP health record**
- Order a prescription**

Advice | Appointments | Prescriptions | Your health | Messages