

PREGP SETUP – AFTERCARE GUIDE

HELPING YOU MAKE THE MOST FROM YOUR SYSTEM

- ✓ Help make your patients aware of alternative health care options
- ✓ Help patients choose the correct appointment type for their visit
- ✓ Help give patients more information to make more informed decisions on their health care
- ✓ Automated signposting based on appointment reasons to help reduce admin at your practice



How to book an appt in myGP

- ✓ Patients can only book a maximum of 2 appts at any one time in the myGP app.
- ✓ When a patient uses the myGP app to book an appointment, they are required to enter a reason for the appointment.



SETTINGS

SETTINGS>PRE-GP CARE NAVIGATION

- ✓ If you have not already done so, preGP and its care navigation sign posting can be enabled at any time.
- ✓ For help to do this contact our Support team on +44 203 743 0060 or via email at help@iplato.com



How it works

- ✓ PreGP will provide care navigation for your patients based on the appointment reason they enter.
- ✓ Fit note and Pharmacy signposting come with their appointment reasons already set for you.
- ✓ You can choose the appointment reasons associated with any local service or specialist service you choose to enter.



Fit note

Informs patients that they may not need a fit note appointment if they have been sick for less than 7 days

Patient options:

- ☒ Cancel appointment
- ☒ Learn more
- ☒ Skip and keep the appointment



Pharmacy

Shows when a patient mentions a mild health concern which a pharmacist may be able to resolve quicker

Patient options:

- ☒ Get directions to nearest pharmacies
- ☒ Skip and keep the appointment



Local Services

Informs a patient of relevant Local self-referral services based on the appointment reason

Patient options:

- ☒ Call the service
- ☒ learn more on website if one entered
- ☒ Skip and keep the appointment

Want to add a local service?

- ☒ Click Add Service
- ☒ Fill out the details needed for the local service
- ☒ Attach any relevant appointment reasons

Default services that would show if you do not add your own are:

1. NHS 111
2. Smoking Cessation
3. Mental Health
4. Samaritans

Top Tip: You can only add the same appointment reasons to a maximum of 2 local services.



Telephone appointments

A timed telephone appointment will be offered if one is available sooner than the booked appointment

Patient options:

- ☒ View available timed telephone appts
- ☒ Swap the appointment
- ☒ Keep original appointment

Want to add Telephone appointments?

- ☒ Click Assign Slot type
- ☒ Select the slot you would like to enable

Important: In order to allow a timed telephone appointment in preGP, you must first activate that slot type in the myGP app.

See [myGP Setup – Aftercare Guide](#) or view our [Video Tutorials](#)

Do you want to let your patients know the telephone appointment may not be done at a specific time?

Set up a Custom Reminder for your Telephone slot type. (See [Connect – Custom appointment reminder](#))



Specialist services

Redirect patients from a GP appointment to a more appropriate session within your practice

Enable a specialist slot type, e.g. Blood test, to allow preGP to signpost relevant options to your patients

Patient options:

- ☒ View available appointments – (this will depend on which specialist services you make available)
- ☒ Swap the appointment
- ☒ Keep original appointment

Want to add a Specialist Service?

- ☒ Click Assign Slot type and select the relevant slot you would like to enable
- ☒ Attach any relevant appointment reasons

Important: In order to allow a specialist service in preGP, you must first activate that slot type in the myGP app.

See [myGP Setup – Aftercare Guide](#) or view our [Video Tutorials](#)



Signposting without any available appointments

Your patients will still see the preGP sign posting even if a practice:

1. Has no appointments in the patients chosen appointment type (e.g. Routine GP appointment)
2. Does not have the appointment type the patients wants
3. Has no available appointments of any kind at the practice in myGP
4. Has no available appts at the patients chosen branch location (If your practice has branches)



Feedback

Cannot see the appointment reason you want to use when adding a Local service or a Specialist service?

- ☒ If you feel an appointment reason is missing from the options available, let us know by clicking [here](#).
- ☒ We review our appointment reasons quarterly; new suggestions are always welcome.