

At the end of your consultation, you'll be asked to complete a satisfaction survey. You don't have to take part but it will really help us understand if the pilot has been helpful to you.

Cumbria Health on Call manage online survey responses on behalf of Heartbeat Alliance using *Survey Planet* software. The survey software provider cannot see your survey responses.

Are you ex-forces?

Would you like to be seen by a GP who is a military veteran too?

This Veterans Clinics Pilot is provided by Heartbeat Alliance which is a GP-led group made up of all GP practices across Hambleton, Richmondshire and Whitby. For more information, visit: www.heartbeatalliance.org.uk

If you have any questions, please speak to our reception team.



Armed Forces veteran
friendly accredited
GP practice



Our surgery is proud to be one of the first in the UK to take part in a pilot programme for service leavers.

As a service leaver, you can choose to see a military veteran GP who will provide general medical care and advice, including prescriptions, arranging for tests and making referrals to other NHS and voluntary sector services when you need them.

Your military veteran GP will have access to your GP records and you'll remain registered at your usual GP surgery throughout.

Where can I book an appointment?

Veteran clinic appointments are available online and face to face at surgeries in Catterick and Thirsk.

Online appointments are available via a secure video link that we email to you. You can use your computer at home or any other device that has a camera and microphone to take part, such as your smartphone.

If you're using a computer, you'll need to make sure you use a Google Chrome or OS browser as the service isn't accessible on Windows Explorer.

How do I book an appointment?

Contact your GP surgery reception team. For online appointments, the reception team will email you instructions on how to access the service, and again on the day of your appointment, through a secure NHS IT platform provider.

If you're a military veteran, we hope you'll try this pilot service and share feedback on whether you find it helpful to see a military veteran GP.

The pilot service starts on Monday 3rd February 2020 and will run for 6 months.

Giving consent

You will be asked to give consent for your GP medical records to be shared with the veteran GP at your appointment.

This is necessary for your safe treatment and care. Unfortunately we cannot provide the veteran clinics service without it.

For online appointments, you'll also be asked to give consent for your name, date of birth, email address and the details of your appointment to be shared with an NHS service provider called *Cumbria Health on Call*.

This service provides the secure IT platform using *Attend Anywhere* software to enable the video consultation. Your medical details will not be shared and there is no recording of your GP consultation.