



See a GP online over  
secure video,  
from home or work -  
from your smartphone,  
tablet or PC



As part of The Pall Mall Surgery's commitment to improving access for our patients we're using **Q doctor** to enable video consultations with GPs.

This means for certain conditions\* you can see a GP from home or work, without having to come to the practice.

Simply sign up to **Q doctor** and either call your practice to get a patient code or sign up directly using your photo ID. If your practice has opted to use codes to book appointments you can use your patient code to book your first video appointment, or if your practice isn't using appointment codes then just book an appointment that suits you.

\* The app and website contain questions to establish whether your ailment is suitable for video. The clinician who sees you will make an informed decision as to the extent to which they can diagnose and treat you remotely.

Information for **Patients**

  
Providing NHS services

## To sign up and book

- Use Chrome browser with a webcam
- Go to [www.qdoctor.io](http://www.qdoctor.io)
- Select **Sign up**
- Find your practice and complete form
- Enter Patient Code or choose "Use ID documents" to complete sign up
- To book, choose appointment type then follow instructions.



- Download app  
(Search Q doctor or Qdoctor)



- Allow notifications
- Find your practice and Sign up
- Follow instructions to sign up using Code or ID.
- To book, choose appointment type then follow instructions.

## To have a consultation

- Use Chrome browser
- Login at [www.qdoctor.io](http://www.qdoctor.io) a few minutes before your consultation time
- Go to **Appointments** section
- If it says **Confirmed** wait for doctor
- If it says **Enter Consultation** the doctor is ready to see you.



- Login to app a few minutes before your consultation time
- Go to **Appointments** section
- Select **Started** or **Enter Consultation** when the doctor is ready to see you.

### PLEASE NOTE

**You will not get a video call from the doctor** - you need to be logged in to your chosen device at the time of your appointment and follow the instructions above to start your consultation. This is where the video consult with the doctor takes place.

**Please be logged in and ready at your appointment time**

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**Any problems call 0330 223 0349**  
or select  to chat to us

**Qdoctor**