



BOSS
Be Online
Stay Safe

Managing your health online

Name:

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Leeds Older People's Forum is a registered company in England and Wales (#CE023712) and a registered charity (#1191030)

Managing your health online

As more health services move online, learning the digital skills is so important to access health information and efficiently manage your appointments online.

During this lesson we will look at where to find trusted health information and research alternative ways to contact your doctor online.

The dangers and benefits of 'Doctor Google'

True or false?

"The internet is a reliable source for all health information, and everything found online is accurate"

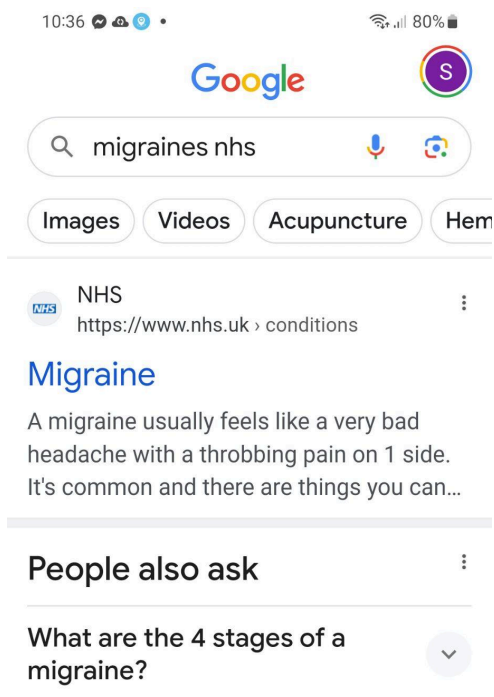
"The information found on social media platforms is always accurate and can be trusted for making health decisions"

**Always use trusted websites and check with trusted professionals.
Remember, a stranger on the internet is not qualified to give health advice.**

Exercise 1: How to safely search the internet for health advice

1. Open up Safari or Google. When you search the internet for health information always put the health condition followed by NHS to get trusted information
2. Type in the search bar 'Migraines NHS'

The NHS website will be the first result you see. (See image below.)



4. Tap on the NHS website and look at the information given for Migraines

Close the website

Exercise 2: NHS Website

Go to Google or Safari and search for the NHS Website

Complete the following activities:

1. Find the Medicines A-Z on the home page

Look up a couple of medicines.



Tap on 'NHS' at the top (see image here on the left) to go back to the home page.

2. Find the Health A-Z

Spend a few minutes looking at any other conditions.

Tap on 'NHS' at the top (see image here above) to go back to the home page.






3. **Go back to the NHS home page** and scroll all the way down to see what else you can find.

There is information on living well, and exercise videos including balance, stretching and sitting exercises .

4.

Booking appointments and contacting your doctor online and managing hospital appointments

We have more choice now when booking appointments with our doctor lets discuss some of those options:

Contact	Definition	Pros and cons
Telephone 	Phone from 8:00 am for limited appointments	<ul style="list-style-type: none"> • Always the first option when urgent to book a same day appointment. • Often long waits on the phone and slots fill up quickly • If you don't get an appointment and it is urgent contact 111
Patches 	Patches: An online consultation service for accessing GP services conveniently. Answer simple questions to receive the assistance you need swiftly.	<ul style="list-style-type: none"> • Quick and convenient for conditions which can wait 24-48 hours. • You can attach a photo • Not all doctors use this service yet
Doctor's website online form 	Online form which you complete on your doctor's website to get medical advice and appointment if needed.	<ul style="list-style-type: none"> • Easy to use • No account needed • You can attach a photo
NHS App 	The app allows you to access a range of NHS services. You can download the NHS App on your phone or tablet	<ul style="list-style-type: none"> • Order repeat prescriptions and nominate a pharmacy • Book and manage appointments • View your GP health record (if your GP has given you access to your detailed medical record, you can also see information like test results) • View your NHS number • Use NHS 111 online to answer questions and get instant advice or medical help near you
111 helpline 111 online 	Telephone and online service for urgent advice	<ul style="list-style-type: none"> • NHS 111 helps people get the right advice and treatment when they urgently need it. • Clinicians, such as nurses, doctors, pharmacists and paramedics now play an important role in NHS 111.

Exercise 3: What online services does your surgery have?

1. Visit your doctor's website . Go to Google or Safari and type in the name of your doctor's surgery and go to their website
2. Take a look at what online services they offer
3. What services could you use?

TIP

If you need help setting up your NHS App or online services like Patches, ask your tutor if you can be referred for an appointment in a Digital Health Hub, to help you set this up on your phone

Notes:

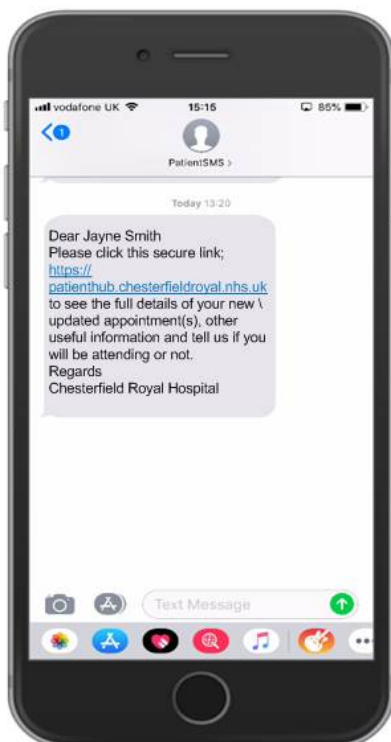
NHS Patient hub text message

Patient Hub is a secure online portal that allows you to access your outpatient hospital appointment information in one place. You can use a computer, smartphone or tablet to do this.

- Patient Hub: A secure online portal for accessing outpatient hospital appointment information.
- Accessible via computer, smartphone, or tablet.
- Features include confirming, rescheduling, or cancelling appointments.
- Suggested cancellation notice: ideally at least a week in advance to free up appointments.
- Ensure your hospital records have an updated mobile phone number or email address to utilise Patient Hub effectively.
- You will receive a text or email invitation with a link to access Patient Hub.
- If you don't use the link, an appointment will be sent via post initially.
- The link remains valid for 72 hours for appointment confirmation or management.

What do the text messages look like?

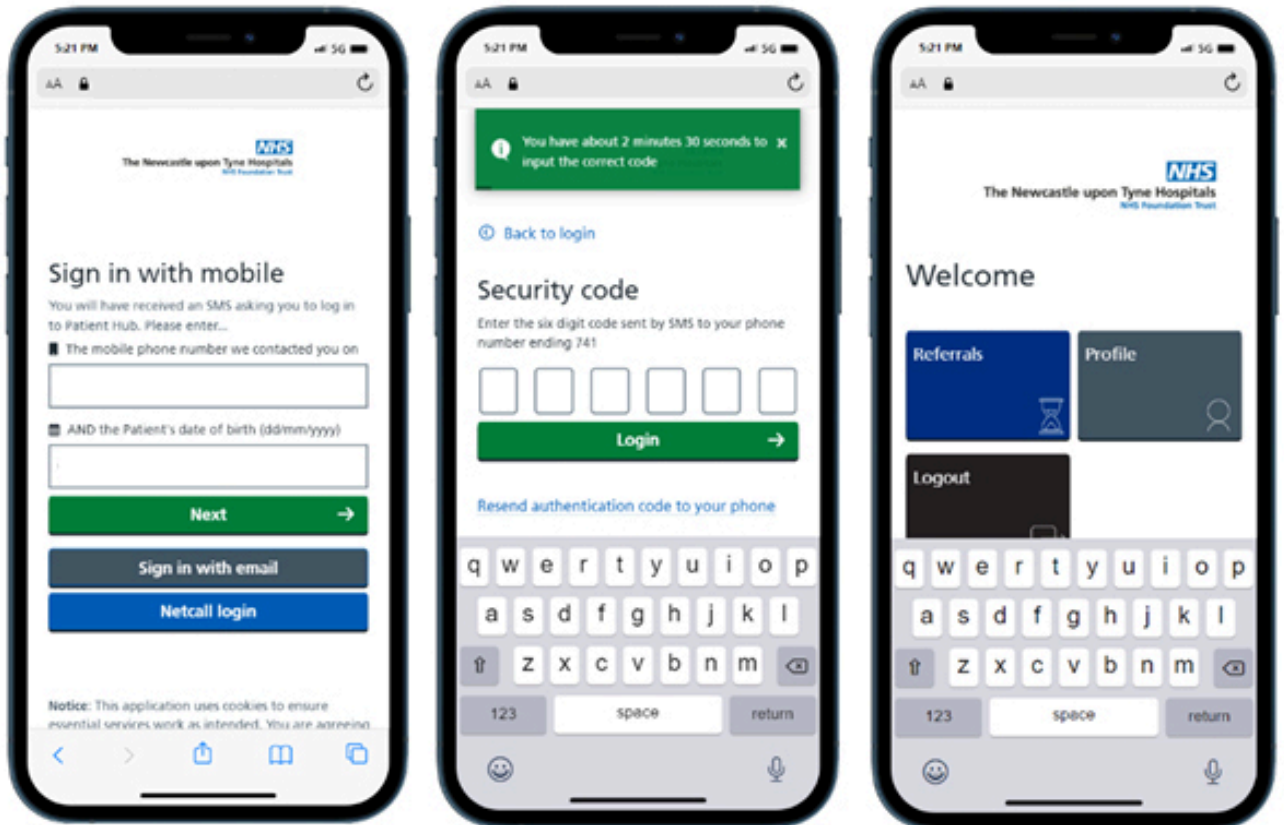
- The text message will come from Patient SMS. (You can see this written under the image of a person.)
- The link always starts with [https// patient hub](https://patienthub.chesterfieldroyal.nhs.uk) and then the name of the hospital
- When you click on the link you will go to the Patient Hub website. (See images below.)

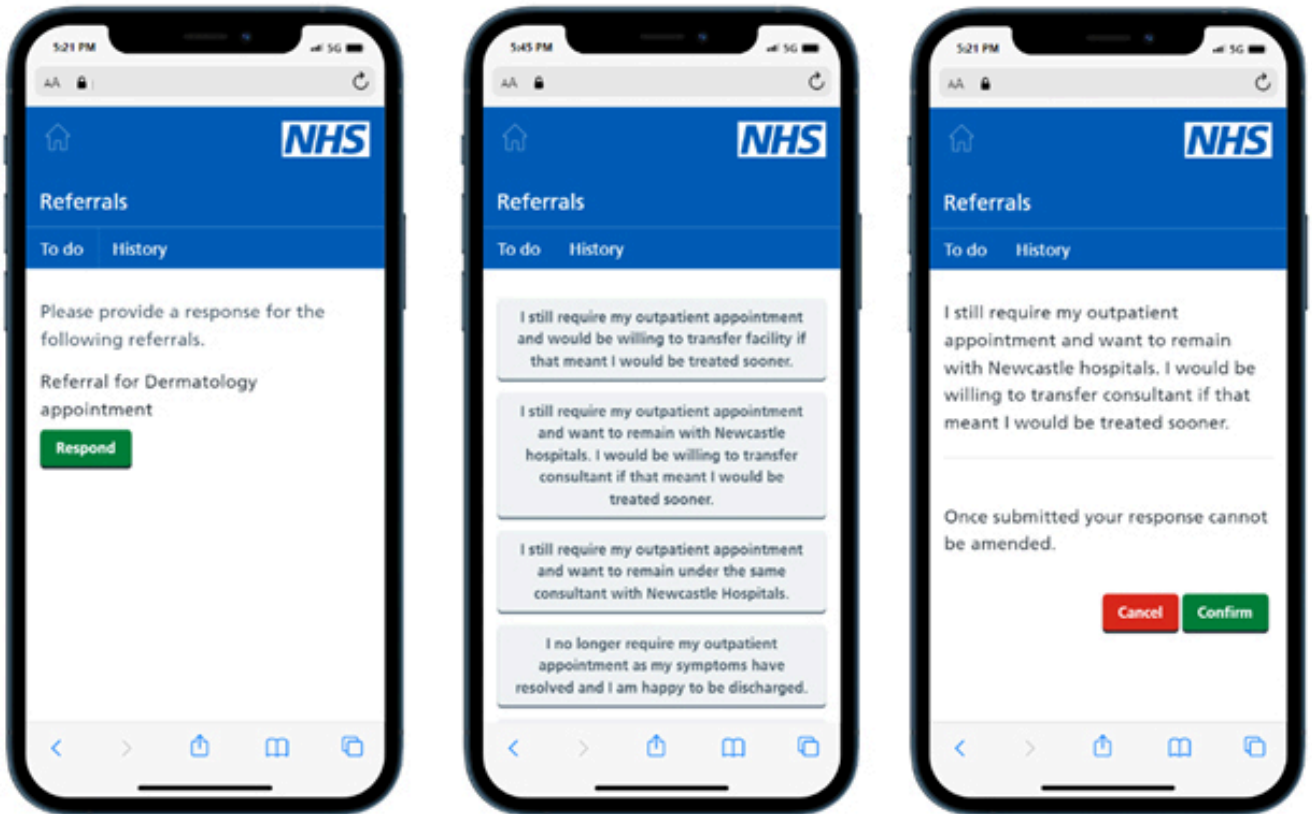


How do I access my Patient Hub account?

The hospital will send you a link by text message or email. You should then follow these steps:

- Click on the link
- You'll be asked to enter either your mobile number or email address, together with your date of birth.
- You will then be sent a 6-digit authentication code by SMS, or by email, if we don't have your mobile number.
- Enter the 6-digit code. Please be aware this secure code only lasts for two and a half minutes. You should be securely logged into Patient Hub.





Be aware of fake NHS messages

Smishing is a type of fraud where deceptive texts appear to be from trustworthy sources, aiming to manipulate you into actions like calling a premium number or sharing confidential information. For instance, some messages may seem to be from the genuine NHS appointment reminder number (07860 054507), but they're fake and could lead to costly premium rate calls.

In a case in Leeds, a patient got a text asking for £115 to rebook an appointment by texting 30333. Remember, the NHS won't ask for payments or personal details through texts. If you get a suspicious text from this number, don't respond, click any links, or call back. Instead, reach out to your doctor's office in the usual manner to verify appointment details.

The NHS would never require payment or ask you to provide personal details by responding to a text.