

**Klinik made Easy**

To use the Klinik system, patients should start by accessing the Kingskerswell & Ipplepen Surgery website, then select the "Klinik" section in the yellow bar at the top of the page.

**1. Access the Practice Website:**

Navigate to our website via the internet, and select the yellow banner called ‘Access our online Kilinik triage system here.’

**2. Start the Form:**

Click on the "Start Now" button to begin the Klinik form.

**3. Choose a Category:**

Select the appropriate tile or category that best describes your reason for contacting the practice (e.g., "New Health Problem," "Medication Request," etc.).

**4. Provide Details:**

Complete the online form by entering your health concern, symptoms, and any relevant information requested. For example, when requesting medication, provide details like the medication name, dose, and quantity.

**5. Submit the Form:**

Once all details are entered, submit the form.

**6. Wait for Response:**

Patients can expect a response from the practice within a specified timeframe, often within 5 working days.

**7. Follow Instructions:**

If the practice requests further information or an appointment, follow their instructions.

Important Notes:

* **Contact Details:**

Ensure your personal and contact details are accurate and up to date on the form.

* **Urgency:**

 Do not use Klinik if you have a medical emergency. Contact emergency services (999) or go to the nearest A&E department.

**All details submitted on a Klinik must be in the patients’ details only.**