1. **How to register for Engage**

You will need to go onto our website [www.lhmp.co.uk](http://www.lhmp.co.uk)

If you scroll down on our home page you will see the link for it.



From here you will then be able to sign up.

You will need to agree to some terms and conditions while going through.

It will ask you to enter your email address which will become your **USERNAME**.

A one-time code will be needed before you can create your own password.

After that it will ask you for three security questions that you can choose from the list, you will then need to put an answer that is relevant for you.

You will then be all set up to start using Engage.

1. **Adding another family member your account**

With Engage consult you can add another person to your account so that you will then be able to send information through to the Practice under their own name.

This can be set up for your children or it can be for someone that you care for.

When you log on instead of clicking on your own name choose the ‘Add Someone Else’.

From here you will be able to fill in the details for the person that you are adding to it.

It will ask you for your relation to the other person – Parent or Carer.

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1. **If a clinician has asked for a photo to be sent in**

You may get asked by a clinician to send in a photo of your problem.

To send in a photo you have to choose ‘request help from surgery’ followed on by ‘A medical problem’

You will then need to follow the questions that are asked and pick which option is best for you.

It will ask you to add a problem, choose your existing problem.

Three different questions will pop up you can either answer these or skip them.

Once all the questions are answered you will be able to upload your photo by clicking on ‘Yes, upload file’

After uploading your photo it will ask to start the questions with regards to your problem, which you will be able to skip.

In the additional comments you can add which clinician has requested for the photo.

1. **Sending information in via Engage**

You will need to click on request help from Surgery to be able to send in an admin/medical query.

* Admin Query

If you select the Administrative Query option you will be able to send queries in for:

* Med3 (sick note)
* Letter from doctors (may be chargeable)
* Medical Information
* Prescription Request
* Travel information
* Something else

A comment for more information will be requested before your report is sent in to the Practice.

* Medical Query

You can send any type of medical query you have through Engage.

You will be able to add the problem that you are having and if you have any further issues then you can add them as well.

Once you have add the problem(s) there will be a series of questions for you to fill out before sending the report into us.

* Upload Health Data

You can upload your own BP readings and Weight to your medical records.

1. **The process of your query**

Once you have sent in your medical or admin query it will be dealt with by our Reception team.

You will get a text or email from the Practice acknowledging your query.

Any appointment made will be sent to you via text or email. You will be informed of when it is, whether it is morning or afternoon and who it will be with.

***Patient Information***

**Engage Consult**

* **How to register for Engage Consult**
* **Adding another member of staff to your account**
* **Sending in a photo via Engage**
* **Sending information in**
* **The process of your query**



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