

# How to upload photos as part of your



For certain conditions you can upload a photograph as part of your eConsultation.

This may give your GP practice more detailed information about your symptoms so they can get you the right care first time.

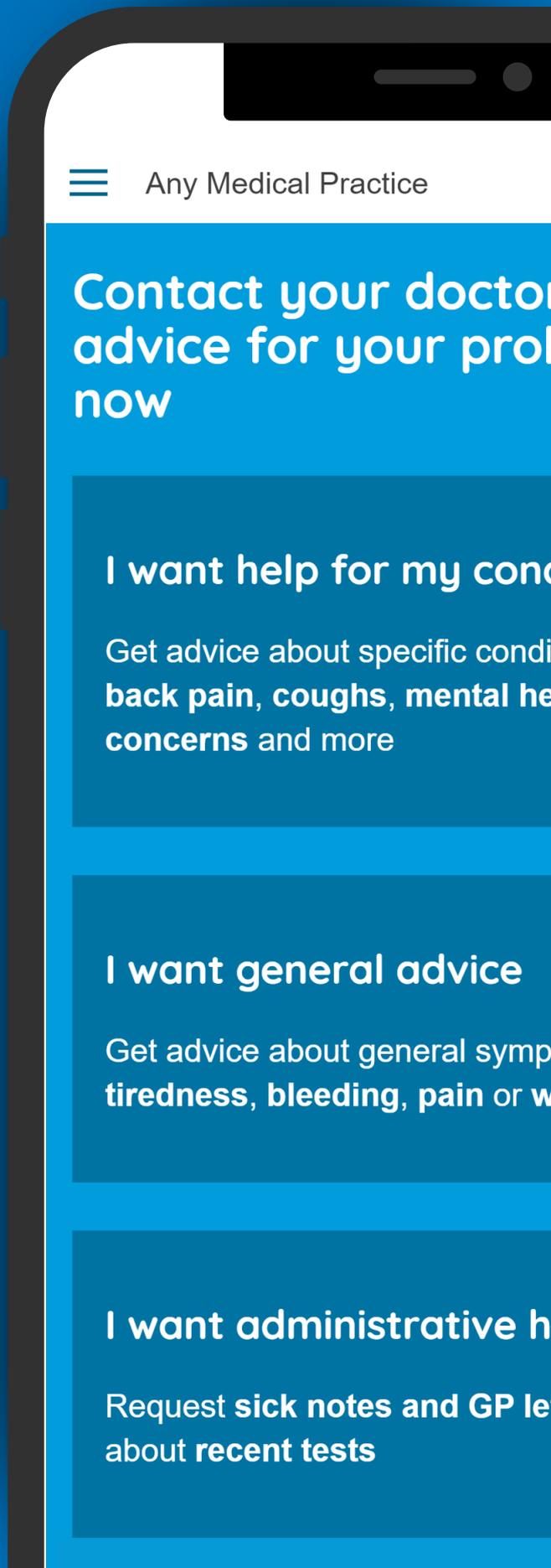
**PLEASE NOTE:** You need to complete a full eConsultation to upload a photo.



Available on the NHS App

Available from your practice website

[www.econsult.net/nhs-patients](http://www.econsult.net/nhs-patients)



Any Medical Practice

Contact your doctor for advice for your problem now

I want help for my condition

Get advice about specific conditions such as **back pain, coughs, mental health concerns** and more

I want general advice

Get advice about general symptoms such as **tiredness, bleeding, pain or weight loss**

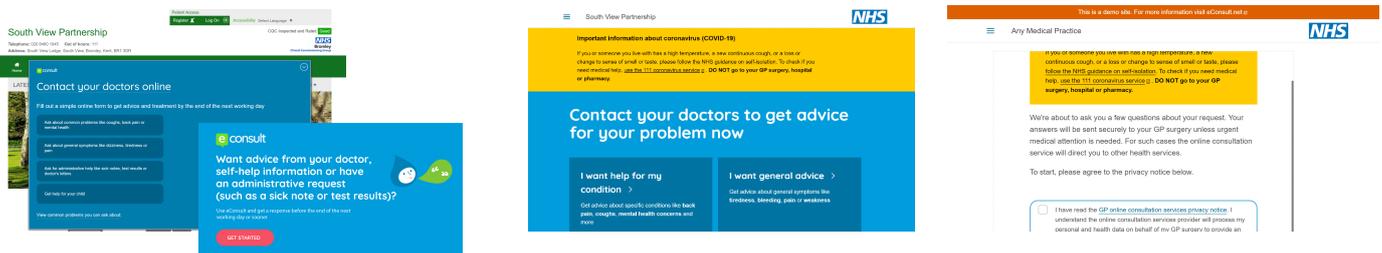
I want administrative help

Request **sick notes and GP letters** about recent tests

# How to upload a photograph as part of an eConsultation

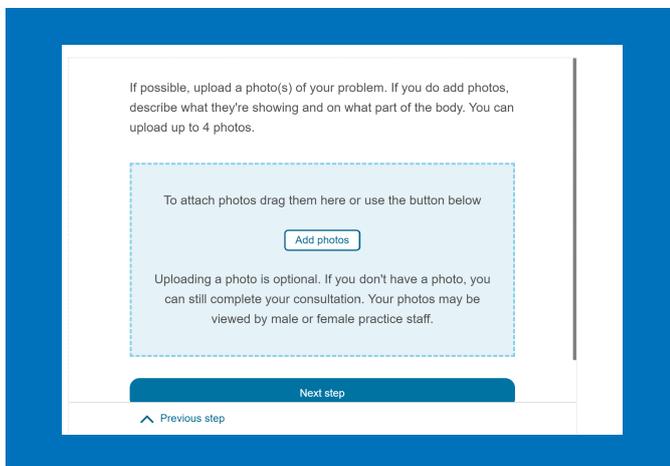
Certain eConsult questionnaires will allow you to upload photographs. Only questionnaires that have been deemed medically appropriate will allow you to e.g. skin conditions. Not every eConsult will allow for photo uploads.

## Step 1 - Click on the eConsult banner to start an eConsultation



- Go to your practice website and click on the eConsult banner.
- Select the eConsultation type that best meets your needs.
- Start the eConsultation and answer the questions as accurately as possible.

## Step 2 - If photo uploads are available for your request - Submit a photo



If photo upload is enabled on the condition you are answering questions about, then you will see a screen like this.

If photo uploads are not available on this condition questionnaire, this screen will not show.

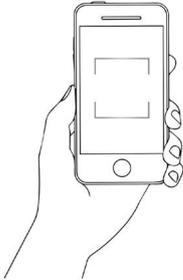
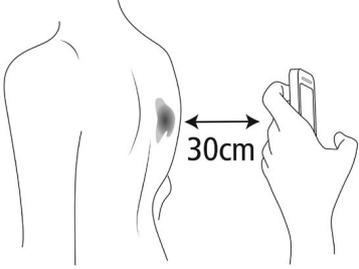
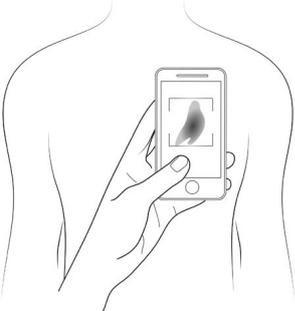
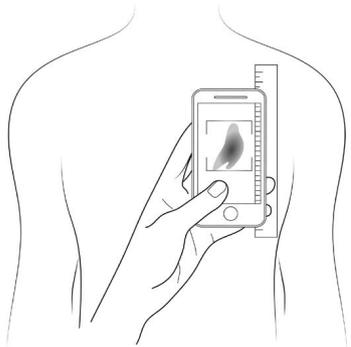
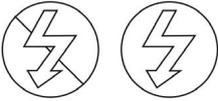
- Select **'Add photos'**. You can upload up to 4 photographs.
- Once you have uploaded the photo you will be asked to describe it.
- **Please note:** you photos may be viewed by male or female practice staff.

## Photo upload top tips

See the next page for advice on how to take photographs so that your GP practice can understand your symptoms.

This guide was put together by Cardiff and Vale University Health Board (NHS Wales). The same information is true regardless of where you live.

# A guide for **patients** taking clinical photographs using a mobile device e.g. smartphone / tablet

<p>1. Make sure the lens is clean and use the front camera as they are better quality than those that look at your face.</p> 	<p>2. Try not to have any distractions in the background, e.g. use a plain wall as a background.</p>	 <p>4. Put the area of interest in the middle of the frame.</p>
<p>5. Don't position the mobile device too close to the lesion / area that is being photographed, it can create distortion, about 30cm's away should be about right.</p> 	<p>6. Don't zoom in too close this can degrade the image, the person viewing the image can enlarge the area on the screen if they need to see more detail, so long as it is not too small.</p>	<p>7. Make sure the focus is on the lesion / area of interest. <b>A blurred photograph is of little or no clinical value.</b></p>
<p>8. Position the mobile device to try and take the photograph the right way up.</p> <p>9. It is ideal to hold the mobile device directly in line with the area of interest.</p> 	<p>10. Place an item such as a coin or ruler near the lesion to give an idea of scale.</p>  <p>Make sure the final photograph is <b>a true likeness</b> of the area that is being photographed.</p> <p>When sending the photograph, try to size it to be about 1MB.</p>	
<p>11. Take a few images, with and without flash.</p> <p>Remember to hold the mobile device very still.</p> 	<p>12. If you are still struggling to focus or the image is too bright, tap the screen over the area of interest and these issues should be corrected.</p> 	

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Clinical photographs may be stored as part of the patient record, in line with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) but will not be used for anything else without the patient's written consent.

For more information about how Cardiff and Vale UHB uses your personal information please go to:  
<http://www.cardiffandvaleuhb.wales.nhs.uk/privacy-policy/>