

# Practice Guidance for Patient Access Appointments and Prescriptions

Before you begin to use Patient Access, we would appreciate it if you could read the following guidance regarding the booking and cancelling of appointments and the ordering of repeat medication over the internet.

## Reasons for Appointment

We would ask that you enter a reason for your appointment in the box provided when booking an appointment this gives us the opportunity to ensure that it is appropriate for you to see the doctor rather than a nurse. Please be assured that all details entered are secure and cannot be intercepted. Our practice has a strict confidentiality policy.

## Missed Appointments

Please let us know as soon as possible if you will be unable to attend an appointment that you have booked online. Either contact us by telephone or cancel it online. This will allow us to offer the appointment to another patient. We realise that there are valid reasons for not attending, however we will be monitoring such occurrences on a regular basis. Should you miss booked appointments without notifying us we reserve the right to remove your facility to use Patient Access.

## Nurse Appointments

Due to the nature of the nurses' appointments, we are currently unable to offer them online.

## Doctors' Appointments

Please ensure that you book the appointments appropriately. One problem per appointment and a maximum of 3 appointments can be booked at any time. If you require a double appointment please contact the surgery by telephone. 60% of our doctor's appointments are available to book online up to six weeks in advance. 40% of the appointments will be available to book by telephone on the day.

## Emergency/Same Day Appointments

For emergency or same day appointments please ring the surgery on 01922 631630.

## Inappropriate Use

We will be monitoring this service and we are sure that you will find it most useful. If however we find that any users are abusing the service, we will issue a warning letter. Where the situation does not improve, or recurs, we will revoke your access to the service and you will have to liaise with our reception team for further services.

We would consider inappropriate use as sending inappropriate or abusive messages, booking appointments and not turning up for them, booking appointments for other family members using your name, consistently booking inappropriate appointments with the doctor.

## Repeat Prescriptions

Patient Access will give you a facility to send repeat medication requests to the surgery. You can order medication by ticking the boxes of the repeat items required. A message can also be added, for example, if you are ordering before the medication is due because you are going on holiday. When your request has been accessed it will display as accepted on your Patient Access home page. Please note that this does not mean that the prescription is ready for collection. We still require two working days to process your requests. Please do not send requests for any medication not on the repeat list.

**Registering/Log-in/Password Details**

You will need to apply in person, applications are 'one per patient' and applications for online access will only be considered for patients 16 years old and over. You will need to complete a Patient Access Application form and read and sign that you have understood these guidance notes. Photo ID i.e. passport/driving license etc. together with a utility bill, bank statement must be shown. A registration letter containing log-in details will be provided to you. Requests for re-issue of access log-in details will be via post, in all cases to the patient at the registered address unless applied for in person with photo ID. Where access to on-line services is refused, you will be notified in writing. A reason will only be given by Dr Mahbub.

**Your Responsibility**

The practice will take every measure to ensure that your Patient Access is secure. It is your responsibility to ensure that your Patient Access account details remain confidential. In relation to 16-18 year olds, where a parent or other person requires access to the system to book an appointment or deal with the affairs of the minor, it is acceptable for the minor to provide the password to the third party. The practice will not provide access details directly. You are able to terminate or reset your Patient Access account at any time by contacting the surgery in writing. You may wish to do this if you think someone else knows your log in details.