



Patient Online Access – Terms & Conditions

INFO

Patient access is a secure facility used by many surgeries to allow patients to book their own appointments, order medication, leave messages for the surgery, and view your current medications and allergies. You can also use it to update your personal details such as email address and telephone numbers. The following guidance gives further information and outlines our terms and conditions. If you are interested in applying for online access please complete the form attached or ask at reception.

The facility can be used to book appointments with doctors. When booking an online appointment there is the option to enter a reason for your appointment. We would encourage you to enter the reason as it gives us the opportunity to ensure that your appointment is with the most appropriate professional. Please be assured that all details entered are secure. If you are unsure as to whether it is appropriate for you to see a doctor or nurse please contact the surgery by phone or online message.

Nurse and healthcare assistant appointments are not available to book online due to them specialising in different areas. Please call the surgery on 01279 465700 or come into either site if you would like an appointment with either of these.

We would ask that if you cannot attend an appointment that you either cancel this using the facility online or telephone the surgery, this will allow us to offer the appointment to another patient. We recognise that there are sometimes valid reasons for missing an appointment without cancelling. We monitor these occurrences on a regular basis and if you miss an appointment more than 3 times in one year we may remove your online access. However you will still be able to book appointments by telephoning reception.

Repeat prescriptions can be ordered online. When requesting please remember to check the location where your prescription will be delivered. If you do not see the medication that you require please put in a request by sending a message online or contacting the surgery.

Online messages can be used for medication requests and messages to doctors, nurses, healthcare assistants, reception and secretaries. Messages are automatically entered into your medical records as are any replies that the surgery may send. **Please note that this facility should under no circumstances be used for emergency or urgent messages.**

TERMINATION OF SERVICE

As mentioned previously, we do monitor the use of this service. We are sure that you will find it useful. However, if we find that any users are abusing the service we will revoke access and you will need to liaise with reception. Inappropriate use includes sending abusive messages, booking appointments and not attending, booking appointments for other family members on your access and consistently booking inappropriate appointments with the doctors. We reserve the right to terminate this service, wholly or partially without notice. Any changes to the service or terms and conditions will be posted on our website.

ID

For security reasons you will be asked to bring your application form to the surgery together with photo ID to confirm your identity. Please note anyone requesting online services will need to come in person. Login details/passwords etc will under no circumstances be given to family members with the exception of children under the age of 11.

For children aged 11 – 16 years both a parent/guardian and child attend. Children of this age may hold their own password if they are able to understand the responsibility involved. However if the child prefers, the parent can hold the password. This would need written consent from the child. Please ask at reception for the relevant consent forms. The child may attend the surgery at any time and request that the password responsibility is changed to them. Their capacity to understand the implications of this will be assessed at this time.

Online access for children will be stopped for parents once the child reaches 11 until further applications and consents are received.