

Practice Guidance for Patient Access Appointments and Prescriptions

Dear Patient,

Before you begin to use Patient Access, we would appreciate it if you could read the following guidance regarding the booking of appointments over the Internet.

Please keep this document for your own reference, but remember to destroy your registration details, as it contains your personal information.

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 if you are 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.

Nurses Appointments

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

Doctors Appointments

Please ensure that you book the appointments appropriately. One problem per appointment, please book a double appointment if you have two or more problems or will need an intimate examination. You can book a maximum of 3 appointments at one time using the online facility.

If you are unsure as to whether it is appropriate for you to see a nurse or a doctor please contact us by telephone.

Doctors' Appointments	Nurses Appointments (not to be booked with doctor)
Suspected Illness	Smears (double appointment required)
Illness	Childhood/baby immunisations
Follow up to previous consultations with a doctor	Pill Checks

Inappropriate Use

We will be monitoring the use of 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 revoke your access to the service and you will have to liaise with our reception team for 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.

Please see our 'zero tolerance' policy and 'patient charter' on the website.

Repeat Prescriptions

Patient Access will give you a facility to send repeat medication requests to the surgery. When our reception team has accessed the request it will display as accepted on your Patient Access home page.

Please note that this does not mean that the prescription is ready. It merely means that the request is being processed. We still require two working days to process requests.

Please do not send requests for any medication not on the repeat list. Please be aware that adding a message to your prescription request may delay the script.