

The Maltings Surgery

Practice Guidance for Patient Access (Basic)

*to book and cancel appointments,
order repeat prescriptions, check immunisations.*

Before you begin to use Patient Access we would appreciate it if you could read the following guidance regarding the booking of appointments and ordering repeat prescriptions over the Internet. Please keep this page of the document for your own reference.

Reasons for Appointment

You may wish to enter a reason for your appointment in the box provided when booking an appointment but this is not compulsory. Please be assured that all details entered are secure and cannot be intercepted but can be viewed by our reception team. Our practice has a strict confidentiality policy for all staff.

Missed Appointments

Please let us know if you will be unable to attend an appointment that you have booked, you can cancel appointments on line. This will allow us to offer the appointment to another patient.

Appointments

GP and Nurse appointments are available to book via Patient Access. Please take extra care when booking Nurse appointments to select the **correct type of appointment**, to avoid a wasted journey.

Repeat Prescription Requests

You can order your own repeat prescriptions on line via the Patient Access facility. Once you have registered for Patient Access and you have logged into the website it will offer you the option of booking an appointment or requesting a repeat prescription. PLEASE NOTE: you can only request medication that has been set as a repeat prescription. If you have been issued with medication by your GP to try or on a one-off or acute basis, you will need to contact your GP to discuss whether it can now be changed to a repeat. Until it has been changed in your medical records it will not show up on the Patient Access website.

Inappropriate use

We monitor the use of this service and we are sure that you will find it useful. However, if we find any abuse of 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 using them more than 3 times a year, booking appointments for other family members using your own name.

Your Responsibility

The practice will take every measure to ensure that your Patient Access application is secure. It is your responsibility to ensure that your Patient Access account remains this way. 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 or if you have shared details with a family member or partner and no longer wish them to know these details.

What to do next?

If you would like to register for Patient Access please complete the attached Application Form and return it to the surgery in person. Anybody over the age of 14 will need to provide identification, a passport or driving licence is ideal. You will then be able to create a new account on the Patient Access website.

When patients turn 14 their account will be deactivated and they will need to complete their own Patient Access form and provide ID.