

Online GP Appointment Booking and Repeat Prescription Ordering



HOW DOES IT WORK?

You first need to register and provide an email address to use the on-line service. Once you have done this, the surgery will give you a letter which includes your unique details to set up an account for the on-line service.

Visit the secure on-line access website and register to use the service with the details contained in the letter the surgery has given you.

After your account is set up, you can log in to book a GP appointment, order repeat prescription and view parts of your medical records. You can also change your account details.

WHAT DO I NEED TO DO?

Complete the consent form on this leaflet and return it to the reception desk. You will need an email address and mobile phone number.

FREQUENTLY ASKED QUESTIONS

Q Can I register to book GP appointments and request repeat prescriptions for children in my family?

A If your children are under the age of 14 you can set up an account on behalf of each child. However, once a child reaches the age of 14, we would need to have the child's consent to continue allowing their information to be shared with somebody else, even if it's a parent or guardian. The child's on-line account is automatically disabled on their 14th birthday until their consent is received.

Q We share an email address – can I still register for on-line services?

A You can create an on-line services user account which is unique to you. However, any user information (user name, password, confirmations etc.) will be sent to the email address and could be accessed by the other person (s) with access to your email address.

Q Can I book appointments for other family members?

A Each on-line services account is unique to an individual. When an account user logs in, they will only see their own appointments or repeat prescription details. Each user can only order repeat prescriptions and book or cancel appointments for themselves.

Q What appointments can I book on-line?

A You can book appointments with your usual doctor or any of our Registrars. Phlebotomy clinics are also available to book on-line.

Q What happens if I no longer wish to use the online service?

A When you inform us, either in person, by telephone, email or post, we will remove your account from the on-line service.

Q What happens if I change my email address?

A You can change your email address or account password at any time via the secure on-line access website.

Q What if I forget my log in details?

A Online access website has a facility to offer help with recovering user name or password details. You can also contact the reception if you are unable to resolve the problem yourself.

Q How secure is this service?

A The information comes from our computer system at the surgery, which is highly secure. The on-line access website uses the latest security to ensure confidential exchange of information over the internet. The website hosting company has very strict controls in place to prevent individuals from misusing network technology. It is extremely unlikely an individual on-line request would be read, and it would take a high level system administrator access to do it. Once any email from the system reaches your computer, it is only as secure as you keep your computer.

Q Who can I ask if I have a question?

A Our IT lead is happy to answer any questions you have about the on-line service.