

Our Practice Guidance for Patient Facing Services (Previously Patient Access) to book appointments, repeat prescriptions or access to some medical records online

Before you begin to use Patient Facing Services we would appreciate it if you could read the following guidance regarding the booking of appointments over the Internet. Please keep this page of the document for your own reference. We will also provide guidance on our website.

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 online. Either contact us by telephone to cancel it or cancel it online. If you miss an appointment more than 3 times in one year we will remove your facility to use Patient Facing Services, however you will still be able to book appointments with our receptionists.

Appointments

Due to the nature of nurse appointments we are unable to offer them online at this time. You are however able to book blood tests for patient taking warfarin through the INR Clinic on line.

Repeat Prescriptions

You can order medication that you have on repeat prescriptions from your doctor via the online service. This can be accessed in the same way as to book an appointment. We cannot issue acute items e.g. medication that is prescribed as a 'one off' course of treatment or is taken infrequently.

Access to Medical Records

You can access limited information from your medical records via Patient Facing Services. You will be able to see some information regarding allergies, medication or immunisation/vaccination records, documents, consultations and test results. You will not be able to access full consultation notes at present. You will only be able to access your own medical records. You cannot use your Patient Facing Services account to access other people's medical records.

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 Facing Services application is secure. It is your responsibility to ensure that your EMIS Access account remains this way. You are able to terminate or reset your Patient Facing Services 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. Please note that once a young person has reached 16 years of age, their registration will automatically be cancelled and they will need to re-register themselves.

What to do next?

If you would like to register for Patient Facing Services please complete the attached Application Form and return it to the practice you will need to show some identification. Please allow 3 working days for us to complete your registration and then return to the surgery to collect your letter containing PIN numbers etc. Please note that if you are over 16 years of age you will need to provide proof of identity when collecting your own documents, and will be asked to sign a disclaimer which will be scanned onto your medical record.

You will then be able to create a new account on the Patient Facing Services website. At present this can only be used for booking/cancelling appointments and repeat prescriptions.

Parents should note that a child over 11 years of age should sign the form to give permission for that parent to apply for Patient Facing Services on their behalf.