

Patient Guidance for Patient Access Terms & Conditions

Dear Patient

Before you complete your application form to use Patient Access we would appreciate it if you could read the following guidance regarding the booking of appointments and ordering prescriptions online. Please keep this guidance for your own reference.

Patient Access is currently only for **GP routine appointment bookings only**. Please check the practice website regularly for updates www.thebishoptonmedicalpractice.co.uk. If you require any other type of appointment i.e. urgent/ emergency/ nurse appointment please contact the surgery.

Patient Access is available to all permanent patients. If you are a new patient you will need to wait at least a month before you can apply to use this service.

In the event that a parent/ guardian registers a child for this service, access will be suspended once the child reaches 14. They will be required to register themselves.

To Access Online Services

You can either go through the practice website as above or go to <https://patient.emisaccess.co.uk>

Doctors Appointments

All GP appointments are 10 minutes in length. If you feel that you need longer please contact the surgery.

If you are unsure whether you should see the GP or would benefit from a 5 minute telephone consultation or to see the nurse please contact the surgery by telephone. Telephone consultations are for issues that can be managed over the phone only i.e. blood results, medication review etc.

To make an appointment

- Log into your account and scroll down to Appointments.
- Select '[Book an appointment](#)'.
- A selection of availability will be displayed within the next 2 weeks.
- Select the appointment you wish to book.
- Enter a reason for the appointment.
- Select '[Book](#)'.

If you forget your appointment simply log back in and the date and time will be displayed.

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.

Missed Appointments

Please let us know if you will be unable to attend an appointment (minimum of one hour prior) that you have booked by either cancelling online, through patient access, or by calling the practice. 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. ***If you miss an appointment or fail to give minimum notice your facility to use Patient Access maybe be suspended.*** Missed appointments lead to longer waiting times, frustration for both patients and staff and are a waste of resources.

Repeat Prescriptions

Patient Access allows you to order repeat medication only, any other medication should be ordered through the reception team as normal (please bare in mind not all types of medication are available on repeat).

To order a prescription

- Log into your account and scroll down to Repeat Prescriptions.
- Select '[Request a repeat prescription](#)'. A list of your current repeat medications will be displayed. Simply select the items you require.
- If required in the '[Pick up location box](#)' enter the name of the chemist that collects on your behalf. If you wish to collect your prescription from the practice leave blank.
- If you need to send any additional information relating to your request i.e. ordering early as going on holiday please enter this in the '[message box](#)' at the bottom.
- Click '[Submit request](#)', check the details are correct and then select '[Confirm](#)'. **Please allow 2 working days for staff to process your request.**

To check your request

- Log into your account and scroll down to Repeat Prescriptions again where you can check the progress of your request.
- If the request has been accepted your prescription will be available for collection after 3pm the following working day at your designated location.
- If the request has been declined by the GP there will be a comment as to the reason why. This could be because the medication is not due for renewal or the GP may wish to see you for a review. If this is the case please book an appointment online or call the surgery.

Lost Usernames/ Passwords

Requests for re-issue/ password resets must be supported by proof of identity and are available via reception.

It is your responsibility to keep your login details secure. If you believe that your account has become compromised please contact the practice immediately.

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.

Patient Access Application Form

Patient to complete

Name:	
D.O.B:	
Address:	
Tel No:	
Mob No:	
Patient Guidance Terms & Conditions read and accepted:	Delete as appropriate Yes/No

I can confirm that I have read and will adhere to the **Patient Guidance for Patient Access**. I understand that failure on my part to adhere to the guidance may result in my Patient Access registration being terminated. I understand that this will in no way affect my registration with the practice. I also acknowledge that the practice will send me text reminders and request(s) for medical records updates.

Signed _____

Date _____

Surgery Staff Only

Proof of photographic ID viewed e.g passport, driving license:	Yes/No	Item:
Identity confirmed:	Yes/No Signed	
Pin Issued	Yes/No	
Patient coded	Yes/No	