

## Online Patient Access Registration Form

Title: \_\_\_\_\_

Forename: \_\_\_\_\_

Surname: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Mobile Phone: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

D.O.B. \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

NHS Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

By signing this form you are agreeing to the terms and conditions set out in this leaflet and others which may be reasonably imposed from time to time at the discretion of the Partners.

### Office Use Only

Identity Verified:  Yes  No

Core Record Given  DCRA Given

Verified by: \_\_\_\_\_

ID Provided: \_\_\_\_\_

Date: \_\_\_\_\_

## Key Benefits of Patient Access

### You can do it anytime

Unlike calling your GP, you can see appointment availability and book appointments 24 hours a day



### Share your medical record

You can choose to temporarily share your medical records with family and friends or healthcare professionals



### Order repeat prescriptions

A huge benefit of using the Patient Access website is that you can order repeat prescriptions, without having to pick up the phone



### Help your practice

By using the Patient Access website you are helping to free up phone lines for emergency calls and for patients with no internet access



Patient  
access

Vassall Medical Centre  
Vassall Medical Centre

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Available on the  
**App Store**



ANDROID APP ON  
**Google play**

## Introduction

With our online system you can book appointments, request your repeat prescriptions, send messages to the practice and view your medical record.

Appointments will be bookable up to 28 days in advance, subject to availability.

When requesting repeat prescriptions the normal process of 48 hours notice will still apply.

The messaging system is for general queries only such as chasing a prescription etc, we will not answer health questions. If you have a question or want some advice then book a telephone consultation.

Upon viewing your medical record, if there is something you are not happy about or feel is inaccurate you need to put your concerns in writing to the practice manager via the message system or alternatively in writing. We will aim to respond to your query within seven working days if not sooner.

The online system is secure and is provided by our clinical system provider EMIS. When accessing the online system, it is highly recommended that you use a computer that has sufficient anti-virus and malware software installed and has a firewall running.

Please read through the Terms & Conditions and complete the registration form and hand to a receptionist. The receptionist will then ask you to show two proofs of identification, one photo and one address. Accepted forms of photo ID include valid passport, drivers licence.

Accepted forms of address include recent utility bill or bank statement, i.e. up to 3 months old or your current council tax bill.

We will process your request and give you your PIN document upon presentation of ID.

## Terms & Conditions

To apply for on-line access to the Practice's clinical system, patients must complete the application form and declaration contained within this leaflet and return it to reception.

Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other / further family members.

Applications for on-line access will not be considered for patients who are under the age of 16.

Where access is granted passwords will only be released direct to the patient and not to a parent (in relation to patients 16 – 18 years) or other third party. Where a parent or other person requires access to the system to book an appointment or deal with the affairs of another, it is acceptable for that person to provide the password to the third party. The practice will not provide access detail directly.

Where access is refused this will be in writing. A reason will only be given at the discretion of the Practice Manager.

Where access is granted and the access details provided, it is the patients responsibility to look after their access details. The practice can not be held responsible should a patient allow their access details to fall in to the wrong hands. Should this occur the patient must inform the practice immediately so we may deactivate online access to their records.

Patients with a history of non-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking, however the remainder of the facilities will be considered.

On-line appointments booked are to be cancelled by the patient as soon as it is determined that it is no longer required.

The Practice will not allow misuse of the on-line system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or recurs, access will be removed permanently and without further notice, at the discretion of the Partners.

Repeat prescriptions may only be ordered where these appear on the repeat list, which is provided to patients on the tear-off portion of the last prescription issued. The request must match the repeat list exactly and must be due. Other items ordered or requested using this facility will not be honoured, and no contact will be made with the patient. Prescriptions ordered outside this guideline must be via reception staff.

Address changes are subject to validation after submission. Patients moving outside the Practice Area will be removed from the Practice list in the usual way.

Approved access requests will be notified along with access instructions. Requests for re-issue of access log-in details will be made in person providing adequate ID is represented and that the person requesting is the patient.

*Registration form overleaf*