



## **PATIENT ONLINE SERVICES Information Sheet**

### **What are Patient Online Services?**

As a patient at Prices Mill Surgery, we are pleased to be able to offer you a secure website login (via our clinical system provider) which will enable you to access many of our services online. This gives you the option to make simple requests like ordering your regular medications or booking a planned appointment with the GP from your computer, tablet or smart-phone, rather than visiting or telephoning the practice. You can also view a summary version of your medical record.

Provision of this service is an NHS contractual requirement and is provided free of charge to all eligible registered patients. The service is secure and access is controlled by a password that only you will be given. Much like with internet banking or making a purchase online, you will also have some responsibility for making sure your information is secure.

### **Who is able to apply for this service?**

The service is available to all registered patients of the practice as long as you meet the following criteria:

- You must have access to the internet
- You must be aged 15 or over
- You must be able to provide valid photographic proof of your identity

### **How do I apply for this service?**

If you are interested in signing up for this service, then you need to complete a simple application form. You can download this from our website, or you can collect one from the practice.

Whichever method you choose, you are required to physically return the completed form and present photographic identification.

### **What if I only want some features of the service and not others?**

We understand that not all patients will need or indeed want to have all the information available to them online. When signing up for the service, you will be asked which features you require. You can change these preferences at any time if you change your mind later.

### **Can I apply on behalf of my child for this service?**

If you are the parent or guardian of a child under the age of 15, then you are able to be granted 'parental access' to an account set up in their name. When the child turns 15 years of age, then this access is automatically suspended. What are the other benefits of using the service? Once you are set-up with an online account, as well as accessing the features already explained, you can also complete online questionnaires and change or update your address and other contact details.

### **What if I have a question about this service?**

Please telephone or call-in to the surgery. Our reception team would be happy to answer any questions that you may have.

### **Request Repeat Prescriptions Online**

If you take regular repeat prescribed medications, you will find these listed online waiting for you to reorder at the click of your mouse. So long as the item is due and you don't require a medication review, your request will then be processed and be waiting for you to pick up 48 hours later.

### **Make and Cancel Appointments Online**

All of our advance-bookable GP appointments are listed online for you to view availability. Here you can book in with the GP of your choice and up to 12 weeks in advance. You can also see a record of your upcoming appointments, past appointments and also cancel if required. Please Note - for urgent appointments you should still telephone or visit the practice.

### **View Your Summary Medical Record Online**

The most recent addition to our online service is a section where you can view a summary version of your medical record. This includes important information such as your sensitivities or allergies and the medication you are prescribed. This is the information that is shared with other urgent care healthcare services (e.g. A&E departments). This facility allows you to ensure that the information shared is accurate and complete.