



# PRACTICE POLICY FOR PATIENT ACCESS

V1 June 2016 (for email access)

Before you begin to use the online booking service, please read the following policy and download the document “Patient Agreement to Patient Access Policy”. Please complete this document and save to your desktop, in order to send as an attachment to us at: [town@clevelandclinic.gpnet.je](mailto:town@clevelandclinic.gpnet.je). Please be aware that unless all sections are completed, your application cannot be processed.

A document containing your pin number and log-on details will be sent to you via email from our EMIS clinical system as soon as the practice receives the “Patient Agreement to Patient Access Policy”. Please keep this document safe as it contains your personal information and you will need this in order to register with Patient Access online.

When registered you will be able to:

## APPOINTMENTS

- Find available routine doctor appointment slots
- Book new appointments. Appointments may be booked up to a maximum of 28 days ahead
- View appointments you have already booked online
- Cancel appointments

## MEDICATION

- View your current medications
- Request your repeat medication
- Add message with your request (about medication only)

## MEDICAL RECORD

- View your personal details (surname, address etc.)
- Change your personal details
- View any allergies recorded

## Doctors Appointments

Please ensure that you book your appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor, contact us by telephone. Whilst we will do what we can for you to see the doctor of your choice this may not always be possible due to unforeseen circumstances, for instance if the doctor is on sick leave or annual leave. Please note that you can book routine 10 minute appointments only. If you think you will need longer, please ring the surgery to book your appointment.

## Missed Appointments

If you are unable to attend your appointment please let us know as early as possible. You may cancel it online or telephone us. This will allow us to offer the appointment to another patient.

We will be monitoring missed appointments on a regular basis. If you miss an appointment more than twice in one year we will remove the facility for you to use online booking, but you will still be able to book appointments with our receptionists.

## **Inappropriate use**

We are sure you will find this service useful. However, we will revoke your access to it if you abuse the service. For your access to be reinstated you must liaise with our reception team.

Examples of what we would consider inappropriate use are:

- Booking appointments and not using them more than twice a year
- Booking appointments for other family members using your name.
- Consistently booking inappropriate appointments with the doctor

## **Appointments for Family Members:**

Unfortunately the system is not flexible enough to allow you to book appointments for family members. However, if you are a carer for one of our patients, you can request a consent form from the surgery for the patient to sign, so that we can update their records.

**Under 16s:** Online booking is only available to patients aged 16 and over.

## **MEDICATION**

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 actioned, and no contact will be made via the Practice. Prescriptions ordered outside this guideline must be via reception staff.

When requesting your medication, please make sure you state which Doctor normally prescribes your medication, where you normally collect your prescription from and how many months' supply you require.

If you do not hear back within 48 hours, your prescription may have been issued and is ready for collection. Please ring the surgery to check that it has been done. You will be contacted if your doctor is away, as you may need to be seen by another doctor for your repeat prescription.

You may be required to see your doctor for a medication review. Repeat medications need to be monitored with a follow-up and review, taking account of your needs and any risks arising from the medicines. Your doctor will notify you if your review is due.

## **PERSONAL DETAILS**

You can view and make amendments to your personal details. Please be aware that in some circumstances requests for any changes may need to be verified before confirmation can be given, such as proof of address in the form of a recent utility bill (under 3 months old)

You will be able to view any allergies that have been recorded on your records. If you believe these to be incorrect, or missing from your records, please let us know as soon as possible.

## Terms and Conditions

- To apply for online access to the Practice's clinical system, patients must complete the "Patient Agreement to Patient Access Policy" and send back to [town@clevelandclinic.gpnet.je](mailto:town@clevelandclinic.gpnet.je) or return to Reception at any surgery.
- Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other / further family members.
- Applications for online access will not be considered for patients who are under the age of 16, due to data protection.
- You can choose to let another person see your medical records, for example members of your family or a carer. To do this safely, please ask us to send you a consent form.
- Where access is refused this will be in writing, a reason will only be given at the discretion of the Partners.
- 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.
- Some patients require longer appointments and using online appointment bookings may not be appropriate for them.
- Appointments booked online 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 online 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 actioned, and no contact will be made with the patient. Prescriptions ordered outside this guideline must be via reception staff.
- Personal Information updating is subject to validation after submission.
- Approved access requests will be notified via email, along with access instructions.
- Requests for reissuing of access log-in details will be responded to via email.
- If you change GP Practice, you will need to register again for online services at your new GP Practice.
- You can choose to stop using online services at any time by informing the Practice.