Ivy Grove Surgery

Practice Guidance for Patient Access.

Before you begin to use Patient *Access* 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

To Register to use Patient Access
In order to use Patient Access you must first register for this service at our reception desk. Please note that you must attend the surgery in person and you will be asked to provide some form of photo identity. Once you have been registered for this service we will issue you with our Practice Identity Number and your own PIN (Personal Identification Number) -

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 and cannot be intercepted. Our practice has a strict confidentiality policy.

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, or cancel it online. Please be aware that we require at least 30 minutes notice for any cancellation as 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 more than 3 times in one year we will remove your facility to use Patient A*ccess*, however you will still be able to book appointments with our receptionists.

Appointments
Due to the nature of some types of appointments, we are unable to offer all of them online. Some appointments require longer than the standard 10 minute appointment time. Please ensure that you book the appointments appropriately. If you are unsure as to whether it is appropriate for you to see a nurse or a doctor or you need more than a single appointment - please contact us by telephone.

Suitable Types of Appointments To Be Booked On-line	Unsuitable Types of Appointments To Be Booked On-line
Suspected illness	Coil insert removal
Illness	Smears
Follow ups to previous consultations/lab results	Childhood/baby immunisations
	Dressings, Ear syringes, removal of stitches.

Inappropriate use
We monitor the use of this service and we are sure that you will find it useful. However if we find that any abuse of the service, we will revoke your access to the service. 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 name.

Repeat Prescriptions
Patient *Access* will give you a facility to send repeat medication requests to the surgery. We will still require **2 working days** to process requests from when you drop off the request, and if you request medication not on your repeat list it may take longer. You can monitor the progress of your request via your EMIS Access Homepage. ***Please be aware however that although your request may be showing as "issued", this simply means that the process is underway and we still require the usual 2 working days to allow for the processing, checking and signing of the prescription.***

Your Responsibility
The practice will take every measure to ensure that your EMIS Access application is secure. It is your responsibility to ensure that your Patient Access account remains this way. You are able to terminate or reset your Account at any time by contacting the surgery in writing. You may wish to do this if you think someone else knows your login 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 the practice does not manage the Patient Access Website and therefore cannot provide help with using Patient Access. Help screens are provided on the Website.