

Saxon Cross Surgery
Patient Access
Guidance for the use of online services

Dear Patient,

Thank you for your interest in “on-line” access to practice services. Connectivity is provided by our software providers, who are called EMIS (Egton Medical Information Systems). Before you begin to use Patient Access please read the following guidance notes that will help you to set up your online account and start to use the services provided

Registering for Patient Access

To register to use Patient Access you need to obtain a registration letter from us. We will then give you a user name and PIN number, which is necessary to set up your account. To receive your registration letter you simply need to attend the surgery and complete a Patient Access Application form available from reception (or download this from our website) You will need to provide us with proof of identification such as a photo ID, driving licence or passport,

Once we are happy with the identification provided ,we will give to you the registration letter .You will need to have this with you when you first register online. To register online please visit the practice website www.saxoncrosssurgery.co.uk and follow the link on the home page to online services.. The first time you use this you will need to follow the links to register .You must enter your personal details in exactly the same format as on the registration letter. Full instructions will be provided on the registration letter. If you are unsure how to do this then please ask.

Each adult aged 16 or over must request their own registration. Parents/guardians may register their children under 16. Children aged from 12-16 may request their own registration . Please be aware that access to the online medical record will not be granted for anybody under the age of 16

We take the security of our patient’s information seriously. All communications via Patient Access are encrypted. Only you can see the personal information you enter. Remember to close the browser after use, especially if someone else could access your computer. Please keep your password safe and secure and do not let other people have access to it. The practice cannot accept any responsibility if third parties are given access to your user PIN and/or password.

Once registered you can then start to use our online facilities

Please turn over to read our hints and tips for using our online services

Hints and tips

Booking an appointment

Once you have created your Patient Access account you will be able to view a range of available routine appointments and choose the best one for you.

When you book an appointment online you will receive confirmation immediately. There is no need to check your booking by ringing the surgery. Appointments will be available to book from the next working day and up to 28 days in advance. When accessing your account you will be able to see at a glance any current booked appointments and/or prescription requests.

Doctors Appointments

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 please contact us by telephone.

Reason for Appointment

When you book your appointment you can add in the reason for your appointment. This is optional, but it may help the doctor if you provide a small amount of information.

Missed Appointments

If you are unable to attend an appointment booked online please either contact the surgery by telephone to cancel it or cancel online. This will allow us to offer the appointment to another patient. We will be monitoring non -attendance regularly

Nurses Appointments

Due to the nature of nurse's appointments we are unable to offer them online at the moment

Repeat prescriptions

You will still need to allow 2 working days for your online prescription requests to be processed by the practice. Please do not order excessive amounts online and please remember that it is your responsibility to tell your pharmacy that you have ordered a prescription if you want them to collect it on your behalf.

Medical Records

You can view an extract from your medical record online. At the moment this is restricted to any allergies or sensitivities that we are aware of and any current medications. In time we will be looking to make more of your record available to see online. Patients under 16 cannot currently have access to this feature.

Update your personal details

You can send us a message asking us to update your personal details, such as a change of address

Inappropriate use

Each patient must have their own PIN number and password and anyone under 16 years old must have a separate form signed by a parent or guardian.

We will be monitoring the use of our online 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 then have to liaise with our reception team.

Examples of inappropriate use are:

- Booking appointments and not using them more than 3 times a year
- Booking appointments for other family members using your name,
- Consistently booking inappropriate appointments with the doctor
- Ordering excessive amounts of repeat medications online.

February 2015