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**SOME OF OUR APPOINTMENTS ARE AVAILABLE TO BOOK ONLINE.
IF YOU WOULD LIKE TO USE THIS FACILITY YOU NEED A PERSONAL PASSWORD.**

**PLEASE ASK RECEPTION FOR THE APPROPRIATE FORM.
THIS WILL ALSO GIVE ACCESS TO ORDER REPEAT PRESCRIPTIONS ONLINE AND
YOUR CODED MEDICAL RECORD (please ask at reception for more information)**

Our Practice Guidance for EMIS Access

Before you begin to use EMIS Access we would appreciate it if you could read the following guidance regarding the booking of appointments and ordering of repeat prescriptions over the Internet. Please keep this page of the document for your own reference.

Repeat Prescriptions

You can use EMIS Access to order any repeat medications you are on. You cannot order one-off or acute medication as the doctor will need to see you before issuing these.

APPOINTMENTS

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 and helps the doctor to manage the clinical session. Please be assured that all details entered are secure and cannot be intercepted. Our practice has a strict confidentiality policy.

Reminder

If we have your mobile phone number, you will receive a text 48 hours before your appointment to remind you of the date and time.

Missed Appointments

Please let us know if you will be unable to attend an appointment that you have booked online. You can either cancel this online or contact us by telephone to cancel it. Please cancel in good time to 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 twice in one year we will remove your ability to use EMIS Access, however you will still be able to book appointments with our receptionists.**

Appointments

Due to the nature of nurses' appointments we are unable to offer them online at this time. If you are unsure as to whether it is appropriate for you to see a nurse or a doctor please telephone reception.

Inappropriate use

We monitor the use of this service and we are sure that you will find it useful. However if we find any abuse of the service, we will revoke your access to it. 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 twice a year, booking appointments for other family members using your name.

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 EMIS Access account remains this way. You are able to terminate or reset your EMIS Account at any time by contacting the surgery in writing. You may wish to do this if you think someone else knows your login in details or if you have shared details with a family member or partner and no longer wish them to know these details.

The practice does not manage the EMIS Access Website and therefore cannot provide help with using the EMIS Access. Help screens are provided on the Website.