

PATIENT INFORMATION

NEW ONLINE BOOKING OF APPOINTMENTS AND CHANGE TO CURRENT PROCESS FOR ONLINE PRESCRIPTION REQUESTS

WE HAVE LISTENED TO PATIENT VIEWS ON GETTING THROUGH ON THE TELEPHONE AND SHALL BE INTRODUCING A NEW ONLINE APPOINTMENT BOOKING SYSTEM FROM DECEMBER 2013 AND CHANGING THE WAY YOU REQUEST REPEAT PRESCRIPTIONS VIA THE INTERNET.

TO ENSURE YOUR CONFIDENTIALITY IS MAINTAINED AT ALL TIMES PATIENTS WISHING TO ACCESS ONLINE BOOKING OF APPOINTMENTS OR ON LINE REPEAT PRESCRIPTIONS WILL NOW NEED TO REGISTER AT THE PRACTICE TO USE THIS SERVICE AND PROVIDE PROOF OF IDENTITY AND PROOF OF ADDRESS. THIS INCLUDES PATIENTS WHO ALREADY USE THE ON LINE REPEAT PRESCRIPTION SERVICE.

TO REGISTER TO USE THIS SERVICE PATIENTS NEED TO :

1. BRING PROOF OF IDENTITY AND PROOF OF ADDRESS TO RECEPTION AND ASK TO REGISTER FOR PATIENT ACCESS.
2. RECEPTION WILL GENERATE YOU A LETTER WHICH GIVES YOU A PIN NUMBER, PRACTICE ID, ACCESS ID AND YOUR NHS NUMBER WHICH IS UNIQUE TO YOURSELF
3. THIS LETTER IS CONFIDENTIAL TO YOU. IF YOU NEED TO ACCESS THE SERVICE FOR A RELATIVE YOU WILL ALSO REQUIRE A SIGNED LETTER OF CONSENT STATING THEY ARE HAPPY FOR YOU TO REGISTER THEM FOR PATIENT ACCESS AND FOR THE PRACTICE TO PROVIDE THEIR DETAILS TO YOU.
4. THE LETTER WILL ALSO PROVIDE INSTRUCTUIONS ON HOW TO REGISTER ON LINE AT PATIENT ACCESS <https://patient.emisaccess.co.uk/>