

*Frequently Asked Questions continued...*

**When online access to my records comes online – what should I do if I think there is an error in the information?**

Once the additional function of access to your records is granted (6 weeks from registration), we would ask that all patients check the summary of their medical information. If you believe that it is incorrect, please notify the surgery and we will look into it for you.

**Password reset: I've forgotten my password and the system hasn't sent me a new one to my email address, what should I do?**

If you have changed email address since registering then the system will not have your most up-to-date details. You need to come into the practice with your registration ID documents and the practice will issue you with a new password.

### ***CONDITIONS OF USE FOR SYSTMONLINE***

As with all our services, we expect our patients to use the system in the spirit it was intended i.e.: to enable you to have access to a more convenient, modern and flexible service. Patients found to be abusing the system will have their access revoked by the practice. The following list contains examples of abuse, but are by no means exhaustive.

- Booking appointments you have no intention of keeping.
- Repeatedly booking then cancelling appointments.
- Sending abusive messages on the system.
- Repeatedly booking appointments inappropriately despite having received personal guidance on prior occasions.

***Please Use This Service Responsibly***



# **PATIENT ACCESS ONLINE**



## **SERVICES YOU CAN ACCESS ONLINE**

### **Booking Appointments**

The new system allows a number of advance appointments for routine care to be booked over the internet. This will mean on login you will be shown a selection of the next available appointments from which you can select the most suitable for you. Please take time to read the instructions to ensure that you book with the appropriate clinician. If your request does not fit one of the procedures described, please phone the surgery so that the best appointment can be found.

Booking an inappropriate appointment may end up in you having a wasted journey and the appointment being re-booked by a member of staff. Please note that we operate over two sites and that you are sure at which site you have made the appointment.

There will be a limited number of advance appointments available under this system so as to not disadvantage patients that do not have internet access.

### **Cancelling Appointments**

Can't keep your appointment? Please let us know as soon as possible. We are experiencing high rates of non-attendance for booked appointments. No need for you to call the surgery, just login to the system, select the future appointments tab and select the appointment that you are unable to make or no longer require and click cancel.

### **Repeat Prescriptions**

By selecting the current prescriptions menu you can select the medications that you require. Please note that the same service level applies to online requests as those submitted to the practice under alternative methods (please see the prescriptions page on our website).

### **View Future Appointments**

Forgotten the time and place of your next appointment? Don't worry, simply click on 'My Future Appointments' to view a list of future appointments.

### **Past Appointments**

If the GP requested that you make an appointment in approximately 4 weeks to review your situation but you can't remember when your last appointment was, simply log in and check on the system.

### **Questionnaire**

From time to time we will place questionnaires online. We would greatly appreciate you taking time to give feedback to help us improve the service.

## **Access To Your Records**

We are looking to enable a system where patients can access key pieces of information that they may require regarding care records. This may be useful for those of you who are unfortunate to fall ill whilst out of the area and need medical treatment. The type of information available will be summary information, which means data relating to medication, allergies and adverse reactions. Please allow 6 weeks from the first date of registration for your full information to be shown on the screen.

## **HOW TO REGISTER TO USE ONLINE SERVICES**

To register, you will need to come to reception in person with 2 items from each list below to prove your identity.

<b>List 1: Personal Identification</b>	<b>List 2: Address confirmation (no older than 3 months)</b>
Birth/Adoption Certificate	Bank Statement
Drivers Licence (both parts)	Utility Bill (not mobile phone)
Passport	Benefits Agency/Court Letter

You will be given a user name and password so that you will be able to use the online services, the link for which can be found on our website:

**[www.thornemoormedicalpractice.co.uk](http://www.thornemoormedicalpractice.co.uk)**

## **FREQUENTLY ASKED QUESTIONS**

**I would like to see a certain Doctor but there isn't an appointment for over a week, why not?**

So as not to disadvantage those patients who do not have online access, there are a limited number of appointments available to book this way. If you cannot make an appointment to see your preferred Doctor, they could be on annual leave or appointment slots may have already been booked by other patients.

**You know who I am, why do I have to prove my identity?**

Unfortunately, Identity Theft is very common. To prevent unauthorised persons accessing your records we have to be sure that you are who we issue the password to. Given the sensitive nature of the information that can be accessed, this means that we need to see you face to face.