Patient Access

On-line Terms and Conditions

Patients can use the on-line booking service subject to the following terms and conditions:

* Applications will be considered for patients who are 16 and over
* Applications are one per patient
* Applicants will be required to collect a registration letter from the practice and produce their student ID card passport or driving licence prior to registering online
* Applications to enable a patient to access the summary medical record and detailed coded records (to be made available from 31st March 2016) are subject to approval by the registered GP before processing and the patients clinical system is updated
* Acceptance of one member of a family does not imply acceptance of other / further family members
* Passwords will only be released directly to the patient and not a third party/parent
* Patients must make sure they keep their log on details and password safe and secure. Patients must let us know as soon as possible if these details are lost, stolen or inadvertently become known to someone else
* Where an application is refused the details for refusal will be advised to the patient and noted in the patient record
* The practice will not allow misuse of the on-line system.  Usage will be monitored and if it is felt that the system is being misused a warning letter will be sent to the patient.  Where the situation does not improve or reoccurs access will be removed permanently and without further notice at the discretion of the partners
* Repeat prescriptions may only be ordered where these appear on the repeat list, which is provided to patients on the tear-off portion of the last prescription issued.  The request must match the repeat list exactly and must be due.  Other items ordered or requested using this system will not be actioned, and no contact will be made with the patient.  Prescriptions ordered outside this guideline must be actioned outside of the on-line system
* Each person using the on-line facility will need their own individual email address
* Patients moving outside the practice area will be removed from the practice list
* Once you have logged into the on-line services do not leave your computer unattended and ensure you log out completely once you have finished
* If you access the on-line services via a mobile device do not let another person use your mobile device. You are responsible for making sure information either shown or stored on your mobile device is kept secure
* The terms and conditions for on-line access are available on the website
* The contents of the patient leaflet entitled 'Accessing GP records Online' has been read and fully understood by the applicant and the acceptance is confirmed by the first use of the online system