

PRACTICE POLICY FOR PATIENT ACCESS

Updated March 2024

Before you sign up for Patient Access online booking service, please read the following policy and terms and conditions agreement. Please keep this policy for your own reference and complete a “Patient Agreement to Online Patient Access” form (found on the last page) and bring this into either of our surgeries in Town or St Brelade, along with your ID and proof of address.

A document containing your pin number and log-on details will be provided to you from our clinical system EMIS as soon as the Practice receives the form “Patient Agreement to Online Patient Access”. Please keep this document safe as it contains your personal information and you will need this in order to register with Patient Access online.

When registered you will be able to:

APPOINTMENTS

- Find available routine doctor appointment slots
- Book Appointments (max 1 appointment)
- Appointments may be booked up to a maximum of 28 days ahead
- View appointments you have already booked
- Cancel appointments

MEDICATION

- View your current medications
- Request your repeat medication
- Add message with your request (about medication only)

MEDICAL RECORD

- View your personal details (surname, address etc.)
- View any allergies recorded

Doctors Appointments

Please ensure that you book your appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor, contact us by telephone on 01534 734121. Whilst we will do what we can for you to see the doctor of your choice this may not always be possible due to unforeseen circumstances, for instance if the doctor is on sick leave or annual leave. Please note that you can book routine appointments only. If you think your appointment may take a little longer, you require one of the following appointment types, or you are unsure what you need, please always ring the surgery on 01534 734121.

DO NOT BOOK ONLINE - Cervical smear, joint injections, mole checks, minor ops, ante-natal appointments, Coils/Implants, medicals, travel vaccinations

Missed Appointments

If you are unable to attend your appointment please let us know as early as possible. You may cancel it online or telephone us. This will allow us to offer the appointment to another patient.

If you miss an appointment and do not inform us, you may incur a 'Did Not Attend (DNA)' fee of £20. If you DNA more than twice in one year we will remove the facility for you to use online booking, but you will still be able to book appointments with our staff.

Inappropriate use

We are sure you will find this service useful. However, we will revoke your access if you abuse the service. For your access to be reinstated you must liaise with a member of our team.

Examples of what we would consider inappropriate use are:

- Booking appointments and not using them more than twice a year
- Booking appointments for other family members using your name.
- Consistently booking inappropriate appointments with the doctor

Appointments for Family Members:

Unfortunately the system is not flexible enough to allow you to book appointments for family members. **Under 16s:** Online booking is only available to patients aged 16 and over.

MEDICATION

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 facility will not be actioned, and no contact will be made via the Practice. Prescriptions ordered outside this guideline must be via telephone or email to town@clevelandclinic.gpnet.je

When requesting your medication, please make sure you state where you normally collect your prescription from and how many months' supply you require (maximum 3 months).

If you do not hear back within 72 hours, your prescription may have been issued and is ready for collection. Your prescription will be rejected if you need to be seen by your GP. All rejected medication requests will automatically come back through to you via your Patient Access account.

You may be required to see your doctor for a medication review. Repeat medications need to be monitored with a follow-up and review, taking account of your needs and any risks arising from the medicines. Your doctor will notify you if your review is due. Reviews usually are undertaken every 6 months. Please note: if you have not been seen by a GP for 6 months or more, you **MUST** an appointment to see your GP before requesting any medication online.

PERSONAL DETAILS

You can view your personal details and make any changes to address or contact details where required. Please be aware, you can only do this for yourself and no one else. If your whole family need to make any changes, you will need to complete an Amendment Form (www.clevelandclinic.co.uk/register) and come in to the surgery with your photo ID and proof of address in the form of a recent utility bill (under 3 months old) so this can be verified.

You will also be able to view any allergies that have been recorded on your records. If you believe these to be incorrect, or missing from your records, please let us know as soon as possible.

Terms and Conditions

- To apply for online access to the Practice's clinical system, patients must complete the "Patient Agreement to Online Patient Access" and return to Reception at any surgery.
- Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other / further family members.
- Applications for online access will not be considered for patients who are under the age of 16, due to data protection.
- Where access is refused this will be in writing, a reason will only be given at the discretion of the Partners.
- Patients with a history of non-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking, however the remainder of the facilities will be considered.
- Some patients require longer appointments and using online appointment bookings is not appropriate for them.
- Appointments booked online are to be cancelled by the patient as soon as it is determined that it is no longer required. Appointments booked any other way will not show online.
- The Practice will not allow misuse of the online system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or recurs, 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 facility will not be actioned, and no contact will be made with the patient. Prescriptions ordered outside this guideline must be via our staff.
- Approved access requests will be notified via email, along with access instructions.
- Requests for reissuing of access log-in details will be responded to via email.
- If you change GP Practice, you will need to register again for online services at your new GP Practice.
- You can choose to stop using online services at any time by informing the Practice.

PATIENT AGREEMENT TO ONLINE PATIENT ACCESS

First Name: _____ **DoB:** _____

Surname: _____

Address _____

Email: _____

Mobile: _____

JY No: _____

I would like to:

Make appointments Request medications

I have understood and will adhere to the practice policy and terms and conditions for the use of online Patient Access. I understand that failure on my part to adhere to the policy and terms and conditions may result in my Patient Access registration being terminated. I understand that this will in no way affect my registration with the practice.

Signed _____

must be aged 16 years or over

Date _____

Please complete and sign this form and bring to Reception at either of our surgeries. You will need to bring in photo ID and proof of address (utility bill less than 3 months old) in order to complete your online Patient Access registration. Once you are registered, we will send you your account details.

Admin use	ID Verified <input type="checkbox"/> Passport/Driving Licence etc. Proof of address verified <input type="checkbox"/> utility bill etc. Patient previously using online appointments <input type="checkbox"/>	Staff verified:
Please scan on records as "Patient requested online access" and if approved, update registration details for Patient Services and print out form with PIN and Access ID and send to patient by post.		Date updated:

Hints and tips for logging in and creating your Patient Access Account

Your password will be sent out to you via EMAIL.

CREATE YOUR PATIENT ACCESS ACCOUNT

1. Follow the Patient Access website link – Jersey users use the first link (not NHS) in your registration letter
2. Select **Register**.
3. Enter your personal details
4. Set your email address and password
5. Set a memorable word
6. Enter a current mobile number
7. Verify your Email address or press 'Skip for Now'
8. Click on **Link your GP Practice**
9. Click **Continue with Registration letter**
10. Enter your Linkage Key, ODS Code and Account ID that we emailed you
11. Select **Confirm details**
12. Confirm your personal details, and press **Link Account**
13. Your account has been created, and you can now use Patient Access.