

Once your appointment is booked it will appear on the practice central appointment system.



### **The Appointment System**

The online appointment system mirrors that in place for patients that phone. Appointments are made available to both channels at the same time. If you have an urgent medical problem you will need to phone the surgery as usual. A receptionist will guide you to an appropriate Minor Illness appointment or add you to the triage list for a doctor to phone you if this is appropriate.

### **Abuse of the system**

Patients who abuse this access will be removed from the system and lose their right to book online at the practice's discretion. For example, regularly booking appointments and failing to attend. If you are unable to make your appointment please cancel it. This can be done over the online booking system.

### **Problems with Online Services**

If you have a problem with the online services please email us at

**Patientservices@gp-L81118.nhs.uk**

If you have a problem accessing the service or are unable to remember your password (or can't retrieve it using the forgotten password option on the website) we will need to reset your account in the practice. This will mean that we will need to print you a new patient Access registration letter and you will need to register online again.

We can email you the registration details. Please can you indicate in your application if you are



## **Online Services**

### **Contact Details**

You can contact the surgery during opening hours.

**Stoke Gifford Medical Centre**  
**Tel. 0117 9799430**  
**Fax. 0117 9406966**

**Conygre Medical Centre**  
**Tel. 0117 9799430**  
**Fax. 0117 9496645**

**More information about the practice is available on our web sites.**

[www.stokegiffordmedical.co.uk](http://www.stokegiffordmedical.co.uk)

[www.conygremedical.co.uk](http://www.conygremedical.co.uk)



**Helping you make the most of your health**

## **Online Services Available**

**The practice has made access to services easier through a range of online resources.**

**Current services are:**

**Patient Access** This website is run by our clinical software provider and allows you to do the following things; book and cancel appointments online; order your repeat prescriptions online; access to your medical records coded data (this includes Problems, Consultations, Allergies, Medication, and soon lab test and reports). See over page for how to register for patient access.

**EPS (Electronic prescribing Service)** This allows your prescriptions to be sent electronically to your nominated pharmacy. This links with the patient access prescription requests so you can order your prescription online and then pick it up at your requested pharmacy without the need to come to the surgery. Pharmacy nominations can be made through the patient access website, practice or the pharmacy itself.

**Web GP** is available on our website and allows patients to get advice on their medical problems online. All you need to do is answer the questions and follow the information on screen. Appropriate guidance will be given and a GP will contact you if needed.

**Contact us by Email** We have email addresses so patients can contact the practice for routine non-urgent queries or to pass on information. Please see website 'contact us' section for more information.

## **Registering for Patient Access.**

### ***Step 1***

Complete a registration form and drop it into reception with proof of ID. Details of acceptable ID are listed on the form. This form may be printed from our website via the Online Services Page.

This form is then passed on to our administrative team who register you on the system (this may take up to 5 days). Once you have been registered a letter is printed for you to collect, or can be emailed if you provide an email address. You will need this document for step two of the registration process.

### ***Step 2***

You now need to register online. To do this you can follow the links on the website for Online Services (links for Prescriptions, Appointments or Access to Records will take you to the correct place) or you can go to the following website

**<https://patient.emisaccess.co.uk/account/login>**

To register for the first time, click on the green register button. Then you can follow the instructions. You will be asked if you have a registration letter. If you have one click 'yes'. You must have this registration document to create your account.

Fill in the details in from your registration letter in the appropriate boxes (you do not need to enter your NHS number). Follow the rest of the process adding contact details and creating security questions and password. Note down your user ID number.

## **Once you are registered for Patient Access**

You can now log in using the Existing User Sign In option. You will need to enter

- Your user ID (11 figure number)
- Your chosen password (which you will create when you register, and which no-one else will be able to see)

**Once you are logged on you can access:**

**Appointments** You can now look at the available appointments and book one. You can look at an appointment you have already made, and you can cancel appointments if you no longer need them.

Please remember to cancel unwanted appointments in plenty of time so they can be used by another patient who may need it.

You can book GP appointments and some nurse appointments for (blood test, contraception, smears and NHS health checks) nurse appointments are by invitation

Please make sure you check which site your appointment is booked at.

**Repeat Prescriptions** You can see any medication that is currently on repeat. You will be able to order medications on your repeat list by selecting them. We still require 48 hours to process repeat prescriptions when they are requested online.

**Medical Records** If access is agreed by the GP's, you will be able to see your Coded Medical Information (please note you will not be able to see any free text associated with these codes or and documents). You can also see Problems, Allergies, Immunisations and Consultations.