

## Online Appointment Booking and Repeat Prescription Ordering Information Leaflet

Before you register for access to this online service please read this leaflet carefully.

Registering for this service will allow you to:

- 1) Book routine appointments with a GP online, and;
- 2) Order your repeat prescriptions online.

In order to register you will need to:

- Provide photographic ID.
- Read this information leaflet.
- Complete a registration form.

### Important points to consider before registering for access to online services

**Choosing to share your information with someone:** It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

**Coercion:** If you think you may be pressured into revealing details from your patient record or allowing someone else direct access to your record against your will, it is best that you do not register for access at this time.

**Information about someone else:** If you spot something in the record that is not about you or notice any other errors, please inform the practice immediately.

### **General access rules**

Access will be granted to **patients aged 14 and over**.

We do not generally allow access to anyone else, including children's parents. If you feel that you should have access, you can arrange an appointment with a GP to discuss this.

**Patients aged under 14** will need to discuss access with a GP, to determine that they have the capacity to safely use and control access to this service.

**Parents who wish to access this service on behalf of a child aged 14 or over** will need to discuss this with a GP who will need to agree the following in order to allow access:

- 1) The child does not have capacity to manage access to this service themselves, and;
- 2) It would be in the child's best interests to allow access to a named parent.

The same applies to **anyone wishing to access this service on behalf of an adult who lacks capacity**.

### **Housebound patients**

In cases where a patient cannot get to the practice to register themselves, they may nominate a proxy to register on their behalf by completing the proxy application form – this does not give the proxy the right to access the service themselves.

**You will not be allowed to register if:**

- You cannot provide photographic ID, or at least 3 alternative forms of ID.

**Online appointment booking and repeat prescription ordering  
Application Form – Parent of patient**

**Please note** that you can only access this service on behalf of your child if you see a GP and they agree that both of these conditions are met:

- a) Your child lacks the capacity to access these services themselves, and
- b) It would be in your child's best interests to allow you to access these services.

**Parent**

First name		Surname	
Relationship to patient			
Email address (used for password recovery)*			
Mobile phone number (used for password recovery)*			

**\*Please note: both an email address and a mobile number must be provided in order to use the password recovery facility – these will be stored in your child's contact details in their medical record**

**Patient (child)**

First name		Surname	
Date of birth		Age	

I have read and understood the leaflet provided to me by the practice	<input type="checkbox"/>
I will be responsible for the information that I see, download or print	<input type="checkbox"/>
If I choose to share this information with anyone else it is at my own risk	<input type="checkbox"/>
I will contact the practice as soon as possible if I suspect that this account has been accessed without my agreement	<input type="checkbox"/>
If I see information in this record that is not about the patient or is inaccurate I will log out immediately and contact the practice	<input type="checkbox"/>
I have discussed this application with a GP and they agree that I should be allowed to access this service on behalf of my child	<input type="checkbox"/>

**For staff use**

First name		Surname	
Identity verified	<input type="checkbox"/>	Type of identity document(s)	
Date			
Date of consultation in which GP agreed this access for appts&px			