

## Mobile App

Once you have registered for Patient Access, you will be able to use the **Free Mobile App** to carry out all the functions mentioned on this leaflet.

The App is available to download from the App Store for iOS devices, or from the Google Play Store for Android devices.



## How to Register

If you would like to register for this service, please speak to our receptionist who will print a welcome letter for you. This letter will contain your unique **PIN** and **registration details**. Please make sure you keep this letter safe as these details will give access to your records.

For more information, please scan the QR code or visit **www.patient.co.uk** and click on 'Patient Access'



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## Patient Information Leaflet

## Online Patient Access

## Introduction

Online Patient Access is a simple, secure and efficient system that allows you to **book appointments, order repeat prescriptions and change your contact details** from the comfort of your home.

This leaflet should give you all the information you need, but if you need more help then please ask one of our reception team.

## Book Your Next Appointment

With Patient Access, you can view, book and cancel appointments at your convenience.

- Quick and easy to use
- Avoid busy telephone lines
- Access out of practice hours
- Electronic management of your appointments

### Doctors Appointments

You can book an appointment with a GP of your choice up to between 4 and 5 weeks in advance. You are only able to book one appointment at a time. This system is most appropriate for routine appointments. If you need an urgent appointment, please contact us by phone.

### Nurse Appointments

Due to the many different types and lengths of nurse appointments available,

we are unable to offer these online at the moment. Please contact us by telephone so that we can book you into the appropriate length and type of appointment.

### Cancelling Appointments

If you are unable to attend for your appointment, we would appreciate you cancelling it at the earliest opportunity so that it can be offered to another patient. You can do this via the online system, by telephoning us or by replying to your confirmation text with the word CANCEL.

### Inappropriate Use

We monitor the use of this service, and hope you find it useful. However, if we feel that any patients are misusing the service, we reserve the right to withdraw access to the service.

## Repeat Prescriptions

With Patient Access, you can:-

- View a list of your current repeat medication list and easily select the ones you need to order. If your repeat medication is not listed, then you will need to contact the surgery.
- Include a message with your request (e.g. ask for your prescription to be sent to your local chemist)
- Track your order—Your request will be shown as 'Accepted' once it has been processed, or display an 'R' if your request has been rejected by your doctor.

**Please allow 2 working days for your prescription to be processed.**

## Change of Details

It is straightforward in Patient Access to let the surgery know of any change in your postal address, telephone number (mobile or landline) and email addresses. These will be actioned on a regular basis. It is important that we always have up to date contact details for you as we may need to get in touch with you urgently.

## Access to Records

In the future, you will also be able to access a summary of your medical records. We will be rolling this service out during Autumn/Winter 2014/15 with an aim of it being in place by the end of January 2015.

