**Our Practice Guidance Online Access.**

Before you begin to use The NHS app we would appreciate it if you could read the following guidance regarding the booking of appointments over the Internet. Please keep this page of the document for your own reference. There is also guidance available on the web site under frequently asked questions.

**Reasons for Appointment**

We would ask that you enter a reason for your appointment in the box provided when booking an appointment this gives us the opportunity to ensure that it is appropriate for you to see the doctor rather than a nurse. Please be assured that all details entered are secure and cannot be intercepted. Our practice has a strict confidentiality policy.

**Missed Appointments**

Please let us know if you will be unable to attend an appointment that you have booked online. Either contact us by telephone to cancel it or cancel it online. This will allow us to offer the appointment to another patient. We realise that there are valid reasons for not attending however; we will be monitoring such occurrences on a regular basis.

**Appointments**

Due to the nature of nurse’s appointments we are unable to offer them online at this time; however we hope this service will be available in the future. Please ensure that you book the appointments appropriately. If you are unsure as to whether it is appropriate for you to see a nurse or a doctor please contact us by phone.

|  |  |
| --- | --- |
| Doctors’ Appointments | Nurses Appointments |
| Suspected illness | Smears |
| Illness | Dressings |
| Follow ups to previous consultations | Ear syringe |
| Medication reviews | Removal of stitches |

**Inappropriate use**

We monitor the use of this service and we are sure that you will find it useful... However, if we find that any abuse of the service, we will revoke your access to the service, you will have to liaise with our reception team for services. We would consider inappropriate use as; sending inappropriate or abusive messages, booking appointments and not using them more than 3 times a year, booking appointments for other family members using your name.

**Your responsibility**

The practice will take every measure to ensure that your online access request is secure. It is your responsibility to ensure that your NHS account remains this way. You are able to terminate or reset your online access at any time by contacting the surgery via email – [Lightwater.admin@nhs.net](mailto:Lightwater.admin@nhs.net) . You may wish to do this if you think someone else knows your logging in details or if you have shared details with a family member or partner and no longer wish them to know these details.

**PROXY Access Application Form**

\*To be completed by patient if over 13 years old

|  |  |
| --- | --- |
| \*Patient Name: |  |
| \*DOB: |  |
| \*Address: |  |
| \*Mobile No: |  |
| \*E-mail address: |  |
| Patient signature if over 13 years old:  OR  Parent signature if under 13 years old:  *(I understand I am granting access to the person named below to access my medical details via proxy online)* |  |
| \*Proxy access to be granted to (full name): |  |
| \*Relationship to patient: |  |
| \*Email address: |  |
| \*Telephone Number |  |

**Disclaimer**

**This document will be scanned onto the patient’s record.**

I…………………………………………………………….. (Named proxy) have understood and will adhere to the Practice Guidance.. I understand that failure on my part to adhere to the guidance may result in my/proxy Access registration being terminated. I understand that this will in no way affect my registration with the practice. I understand I have been granted proxy access to records of the above named person.

Proxy Signed…………………………………………………………………

Print Name……………………………………………………………..

Date…………………………………………………………………….