

# Gudgeheath Lane Surgery

## Welcome to Patient Access

Currently the main services available via Patient Access are: **booking of appointments, ordering repeat prescriptions, list of any allergies and your Summary Care Record.**

In order to use the services provided by Patient Access you are required to supply the Surgery with suitable forms of identification (photographic ID and proof of address). **This is to ensure that your medical record is kept confidential.**

**How to Register to use Patient Access.** Each patient requires their own username and password generated by the surgery.

### **Patients 16 years old and over (already registered for medical services with the surgery)**

Please come into reception personally to register and to allow us to complete your identification checks. The Reception team will then issue you with a username and password.

*If you are newly registering as a patient at the surgery you will receive your username and password at your new patient health check.*

### **Patients 11-15 inclusive**

In order to maintain patient confidentiality, unfortunately, we are unable to grant access to this age group.

**Children up to the age of 11** can be registered for Patient Access but the person with parental responsibility for the child must bring in the child's passport, birth certificate or their Red Book (from Child Health). Once the child is 11 years old the account will be deactivated and they can re-apply with their own ID as above.

### **Using the site**

On the Gudgeheath Lane Surgery main website [www.gudgeheathsurgery.co.uk](http://www.gudgeheathsurgery.co.uk) go to Patient Access and log in with your username and password. *Your Password should be amended to something more memorable to yourself at this point and should not be given to anyone.*

### **Appointments**

The Surgery make some (not all) appointments available to patients. The appointments offered are 'advance' appointments.

### **Repeat Prescriptions**

The website displays a list of your entire repeatable medication (as listed on your prescription counterfoil) and clicking the button on an item will generate the request. In the same way as a request made on paper, the Surgery may either grant the request or refuse it if for example the doctor needs to review the medication before issuing the prescription.

There is a free text comments box only for use re information relating to ordering your repeat prescription.

**Please note that this box must not be used for any other reason.**

### **Allergies and Adverse Reactions**

Patients are able to access information recorded in their medical record regarding any allergies or bad reactions they have had to any medication that we have been made aware of.

Please note: If you are 16 or over you can request, in writing, to see, at the doctors discretion, more of your medical record on-line via Patient Access. If a patient requires access to their *detailed care record* it is practice policy that they complete the registration form and return it in person with 2 forms of ID (even if a patient already has online access to appointments and repeat prescription ordering).

If a patient requires a *proxy* to have access to their care record, they must complete a Proxy registration form available on-line or from the surgery, and the *proxy* must return it to the surgery with their own 2 forms of ID.

Please ask at reception if you have any questions about this service.