

BUNTINGFORD & PUCKERIDGE MEDICAL PRACTICE

The Medical Centre, White Hart Close, Buntingford SG9 9DQ - Tel: 01763 271362
The Surgery, Station Road, Puckeridge SG11 1TF - Tel : 01920 823860

REQUEST TO USE ONLINE SERVICES

Please complete **one form per patient** and return to the surgery along with photographic proof of identity, for example a driving licence or passport.

Please note, patients under the age of 16 cannot be granted online access.

If you would like to grant proxy access to another person, please contact the surgery for an alternative form

I would like to register to use the following online services (please tick):

Book and cancel appointments

Request authorised repeat prescriptions

View the summary care record

Name: DoB:

Address:

.....

Telephone Numbers: **(please indicate which is your preferred number to contact you by).**

Home:

Mobile:*

Work:

(*by giving your mobile number you consent to us using it to contact you regarding appointments or services at the surgery - if you do not wish us to use your mobile, please tick here).

E-mail:**

(** by giving your e-mail address you consent to us using it to contact you regarding appointments or services at the surgery - if you do not wish us to use your e-mail address, please tick here).

Signature: (*)** **Date:**

(*** The practice does not provide online access to children under the age of 16. All patients over 16 years of age must sign for themselves).

REPEAT PRESCRIPTIONS

Please indicate where you wish to collect your prescription(s) from:

Buntingford Surgery Puckeridge Surgery Chemist (state name)

OFFICE USE

Username & Password given

Instruction leaflet given

ID Recorded

Read code "online" added

On Repeats? Nominated pharmacy update

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INFORMATION LEAFLET – REQUEST TO USE ONLINE SERVICES

To use the online service to book and cancel appointments and request repeat prescriptions and view the summary care record, please complete and return the 'Request to Use online services form'.

The surgery will create a username and password.

Go to our website www.buntingfordandpuckeridgesurgery.co.uk.

Go to "Appointments" or "Prescriptions" and click on the link.

Enter your username and password.

To book an appointment – select "book appointment".

- A list of the days that appointments are available for each individual doctor will be displayed.
- Select "view available appointments" for the date and doctor chosen and a list of the times available will be displayed.
- Select a time and press "book" and on the next screen "book appointment"

Your appointment has been booked.

To cancel an appointment – select "view future appointments".

- All future appointments will be displayed.
- Select the appropriate appointment and press "cancel appointment".
- On the next screen select "cancel this appointment".

Repeat Medication requests – select "current prescriptions".

You will see the list of medication which is usually on the side slip of your prescription.

- If your medication is due for ordering a tick box will appear on the left hand side, click for the items you require and "request medication".
- If your medication is not due to be ordered yet (i.e. more than 7 days early) a comment will be shown in the status box. If you require it early please quote the drug and a short explanation in the "request notes".
- If it is time for the doctor to review you medication, a note will be shown in the status box. Please make an appointment for a Medication Review with a clinician then make a note in the "medication request notes" stating the appointment date and time that you have booked and allow an additional day for processing.
- If the medication you require is not shown please telephone the surgery.

Messages may appear in the status box informing you of actions required if your medication is to be reissued e.g. "please make an appointment for your BP to be checked".