

**Rosebank Health**



## **Access to Online Appointments and Repeat Prescriptions**

**If you wish to, you can now use the internet to book appointments with a GP and request repeat prescriptions for any medications you take regularly.**

**You will be emailed the details to allow you to register for Patient Services Online and during this process you will be asked to create a username and password. This will ensure that only you are able to access this service - unless you choose to share your details with a family member or carer.**

**The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

**It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.**

**If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.**

**If you print out any information, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.**

If you wish to register, please complete the attached form and return it in person with your proof of address and photo ID to either Rosebank or Severnvale Surgery. The types of acceptable ID are detailed on the form. You will be required to bring either two documents from Level 3, or one from Level 3 and two from Level 2. One of these will be required for proof of address and one will be required for photo identification.

This proof will need to be brought in by yourself and not anyone else, such as a member of your family.

Children under the age of 11 can be registered to a parents email address although this will expire on their 11<sup>th</sup> birthday, where they will have to register themselves.

Children between the ages of 11-16 must register themselves.

More than one person cannot register with the same email address.

The ID requirements are set by the government at a high level in order to protect patient confidentiality. The surgery must abide by these requirements.

If you cannot provide the necessary ID, please email the surgery using: [rosebank.admin@nhs.net](mailto:rosebank.admin@nhs.net)

Rosebank Health – Application for Patient Services

**Appointments and Repeat Prescriptions**

Surname	Date of birth
First name	
Address	
Postcode	
Email address:	
Telephone number	Mobile number

**I wish to have access to Patient Services Online. This will provide me with the ability to book appointments online and request my repeat prescriptions.**

**I understand and agree with each statement below:**

1. I have read and understood the information leaflet provided by the practice
2. I will be responsible for the security of the information that I see or download
3. If I choose to share my information with anyone else, this is at my own risk
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement

Signature	Date
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**For Practice Use Only**

**Practice use only: Please put an 'A' next to the documents you have seen as proof of address and a 'P' next to the documents you have seen as Photo ID.**

<b><u>IDENTIFICATION REQUIREMENTS</u></b>		<b>Level 2</b>	<b>A/P</b>
<b>You will be required to bring either two documents from Level 3, or one from Level 3 and two from Level 2. One of these will be required for proof of address and one will be required for photo identification.</b>		National 60+ bus pass	
		Marriage certificate	
		Birth/Adoption Certificate	
		DBS Certificate	
		Mobile telephone contract account	
<b>Level 3</b>	<b>A/P</b>	Building insurance	
Passport		Contents insurance	
Driving license		Council tax bill	
Bank savings account		Fire brigade ID card	
Buy to let mortgage account		Non-bank savings account	
Mortgage account		Firearms Certificate	
Building society/retail current account		HMG document	
Armed forces ID		UK asylum seekers Registration Card	
Proof of age card		Unsecured personal loan	
Secured loan account		Education certificate	
EEA/EU Gov. issued identity cards		Property rental or purchase agreement	
Northern Ireland Voters card		Police warrant card	

Identity Verified by (Receptionist Name)	Date
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