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Book appointments and  
order repeat prescriptions  
online anytime, day or  
night with

# Patient Access

- 
- ✓ No waiting on the phone
  - ✓ No need to queue
  - ✓ 24 hours a day access

**emis**  **Patient.co.uk**

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Use your practice's online services -  
**register today**

# Introducing Patient Access

I had to quickly get more of one drug for muscle spasms recently and rather than ring the surgery to explain, I typed a short note to the receptionist via an online form and it was delivered that day.

Andrea Hartley, patient at Haughton Thornley Medical Centre, Cheshire

## Book your next appointment online

You can book and cancel appointments at your convenience.

- **Quick and easy to use**
- **Avoid busy telephone lines**
- **Access online out of practice hours**
- **Electronic management of your appointments**
- **Smart phone friendly.**

## Request repeat prescriptions

Access a list of your repeat medication and request a repeat prescription.

- **Minimise your trips to the practice – only one visit is needed to collect the prescription**
- **Your request is authorised online by the practice, so you know when it's ready to collect**
- **Avoid queues and busy telephone lines.**

## Contact your practice

The secure messaging service allows you to send messages to the practice for general enquiries such as opening times or flu vaccination reminders. Messages are handled by the practice staff during working hours, and the service is best used for queries that require a non-urgent reply. If you have an urgent query, please telephone the practice or emergency service as normal.

## Update your personal details

You can update your address and contact details online. Changes made through this service are then approved by practice staff.

## Pre-register with the practice

If you are new to the practice, you can complete an online pre-registration form, saving time when you visit the practice.

## Patient.co.uk

Patient Access contains links to **www.Patient.co.uk**, a trusted comprehensive source of GP-authored health information leaflets for patients.

## How to register

If you are an existing patient you can register online at **www.patient.co.uk/access** and book an appointment. The practice will activate your full online account when you come in for your appointment (you will need identification such as a passport or driving licence). Alternatively visit reception for the details you need to log in online.

## Safe and secure

All data contained within Patient Access is protected using the highest standard internet security so you can be sure all your personal information is safe and secure.

**Please Note:** Your practice may not offer every Patient Access feature, so please ask at reception to find out which services are available to you.