

**MALVERN HEALTH CENTRE**  
**300 PICKERSLEIGH ROAD, MALVERN**  
**WORCESTERSHIRE WR14 2GP**  
[www.malvernhealthcentre.co.uk](http://www.malvernhealthcentre.co.uk)

**ONLINE ACCESS REGISTRATION FORM**

You are not required to register for online access; however if you do not complete this form and provide photo identification, you will be unable to access these services.

Please complete this application form in order for us to register you to use our online system called Patient Access. Once this form is filled out, it will need to be handed in at the surgery and a valid form of Photo Identification presented for authorisation; log-in details will then be provided.

Before you register to use the system, we would appreciate it if you could read the following guidelines regarding the use of online patient services.

Name: .....

Address: .....  
.....  
.....

Date of Birth: .....

Contact Telephone Number: .....

I ..... have understood and will adhere to the Practice guidelines for the use of Patient Access. I understand that failure on my part to adhere to the guidelines may result in my Patient Access registration being terminated. I understand that this will in no way affect my registration with the Practice.

Signed: .....

Date: .....

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Practice Guidelines for Online Patient Access

Please keep this page for your own reference.

*Family members must register separately to book appointment online.*

Ordering Medication

You can now order your medication online through Patient Access. Please note that this applies to 'repeat' medication only and any acute items will not appear on your account. If you still require an acute item or a repeat medication that is unavailable to order, please contact the surgery.

We aim to fulfil your request within three working days so please make sure that if possible, medication is ordered 7 days before they are needed. We ask this because if there are any problems with the request, we can address this before you run out.

Booking Appointments

Patient access also allows for patients to book pre-book appointments with a doctor at the surgery up to 4 weeks in advance. 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 telephone. Due to the nature of nurses' appointments, we are unable to offer them online.

Missed Appointments

Please let us know if you will be unable to attend an appointment that you 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. If you miss an appointment more than three times in one year we will remove your facility to use Patient Access, however you will still be able to book appointments with our receptionists.

Inappropriate Use

We will be monitoring the use of this service and we are sure that you will find it most useful. If however we find that any users are abusing the service, we will revoke your access to the service and you will have to liaise with our reception team for services.

We would consider inappropriate use as: booking appointments and not using them, booking appointments for other family members using your name, consistently booking inappropriate appointments with the doctor.

Appointments Available

Our clinical system randomly selects appointments that are available to book online. If you have a medical emergency and there is not an appointment time suitable, please telephone the surgery on 01684 584050 where the reception staff will be able to tell you when alternative emergency appointments are available.