

PARKFIELD MEDICAL PRACTICE

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Parkfield Medical Centre
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Parkfields
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Woodcross Health Centre
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West Midlands
WV14 9BX
Tel: 01902 675588
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PROVISION OF A NEW ONLINE SERVICE FOR OUR PATIENTS

EMIS ONLINE ACCESS

Dear Patient

We are now able to offer our patients who are 16 years and over, the following online services

- **Booking appointments online**

You can book and cancel appointments at your own convenience

- Quick and easy to use
- Access online out of the practice hours
- Avoid busy telephone lines

- **Requesting repeat prescriptions online**

Access a list of your repeat medication and request a repeat prescription to be collected from either Parkfields Medical Practice or our branch surgery at Woodcross Health Centre. The choice is yours.

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

- **Secure messaging service**

This service will allow you to send messages to the practice for general enquiries

- **Update your details**

This service will allow you to change your address and contact details online

If you wish use the Emis Online Access service, please read the guidance and complete the consent form. If you then bring the completed paperwork into the surgery you will be given your unique Access ID, Pin number and personal details allowing you to register for the service.

Our practice guidance for EMIS Access

Before you begin to use EMIS Access we would appreciate it if you could read the following guidance regarding the booking of appointments and requesting repeat prescriptions over the Internet. Once you have registered for online access you will be given (or asked to collect in person) a registration letter giving you **your unique EMIS Access user ID, PIN Number, some personal details and Log on instructions**. We recommend that the registration letter be destroyed once you have created your internet account.

Reasons for Appointment

We would ask that you enter a reason for your appointment in the box provided when booking an appointment this gives us the opportunity to ensure that it is appropriate for you to see the doctor rather than a nurse. Please be assured that all details entered are secure and cannot be intercepted. Our practice has a strict confidentiality policy.

Missed Appointments

Please let us know if you will be unable to attend an appointment that you have 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 EMIS Access**, however you will still be able to book appointments with our receptionists.

Nurses & HCA (Health Care Assistants) Appointments

These are limited due to the nature of the appointments

Types of appointments available for on-line booking

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

Doctors' Appointments	Nurses Appointments
Suspected illness	Smears
Illness	Depo injection
Follow ups to previous consultations	Pill Check
Medication reviews	

Further appointment types are being reviewed by the practice and online booking information will be updated in due course.

Booking appointments at the correct surgery

Please ensure you choose the correct site you visit for your appointments. If you book at the incorrect site and do not attend the appointment there this will be classed as a DNA appointment and you may have your online access removed.

Parkfield Medical Practice, 255 Parkfields Road, Wolverhampton WV4 6EG
Woodcross Health Centre, Woodcross Lane, Coseley WV14 9BX

Appointments for Family Members

Unfortunately the system is not flexible enough to allow you to book appointments for family members.

Emis Access is only available to patients aged 16 and over.

Please Do Not make appointments in your name for other family members as we may remove your facility to book online.

Repeat Prescription Requests

You can ONLY put a request in for your repeat prescriptions. These will be completed and ready to collect after 48hours at Parkfield Medical Practice unless otherwise specified . DO NOT request urgent medication through this process. Urgent requests must be made direct to the practice reception.

You MUST also be responsible to check your online account before collection of your prescription. This is in case your request has been rejected and the doctor has left you a message.

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(s) and you will have to liaise with our reception team for services.

We would consider inappropriate use as: Sending inappropriate or abusive messages, booking appointments and not using them more than 3 times a year, booking appointments for other family members using your name, consistently booking inappropriate appointments with the doctor.

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Consent for the use of EMIS ACCESS

Patient Name:..... **DOB:**

Contact Phone Number:

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

- **Booking appointments Online**
- **Request Repeat Prescriptions** (prescription must be collected from Parkfield Medical Practice unless otherwise specified)
- Secure Messaging
- Update your personal details

Signed _____

Dated _____

Once you have registered for online access you will be given or be asked to collect in person your Registration Letter. **The registration letter includes your unique Access user ID, PIN Number, Log on details and some personal details and must be destroyed once you have created your internet account**