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Mrs S Meers & Mrs J Coulson (Practice Managers)

Before using the online system we would appreciate it if you could read the following guidance notes carefully.

Booking Appointments:

When booking an appointment online, it is important to remember:

- Please enter a reason for booking the appointment. This is to ensure you are booked into an appropriate slot.
- Please make a note of your appointment to avoid forgetting and missing it. Appointments are valuable and if you miss more than two we may have to consider revoking your use of the online system.
- All online doctors' appointments are for 10 minutes only. If you are unsure whether you need a longer appointment please contact us. We would hate you to have a wasted journey.
- If you need to cancel your appointment this can also be done online, alternatively please telephone us as soon as possible so that we can offer the appointment to another patient.
- Please only book appointments for yourself using your name. Other family members should log on as themselves to book an appointment.

Ordering Medication:

When ordering repeat medication online it is important to remember the following points:

- Your medication will still take up to 48 hours before it is ready for collection
- You will still need to collect your medication in the same way as you always have done
- You are only able to order repeat medication online, anything that has been issued as an acute or one off will not appear on the website as an option to order.
- For any other medication enquiries please ring Dispensary on 01728 602648 between the hours of 9.30 - 12.00 and 4.30 - 6.00

Confidentiality:

To ensure complete confidentiality we are only able to issue patients with their password and logon details. We cannot issue anyone with their family member's details. Children under 13 can have their details issued to a parent. With this in mind if a family request log on details we will send them all out in separate envelopes addressed to individual family members.

We are piloting this system, and it is very new to us so please be patient if there are any teething problems. We will be monitoring its use carefully and would appreciate your feedback.

Remember – Always keep your password safe

