



THE SWAN SURGERY

Caring for you, by knowing you.

Drs. Cairns, Holden, Buckley, Cunliffe, Jacklin, Bush, Laly & Kershaw

Patient Access

You can now access our GP services at home, work or on the move – wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service you can do this in your own time, day or night. Patient Access is also available on a mobile app which is free for iOS and Android users. If you register with Patient Access the following facilities are available to you:

- Booking, view, amend, cancel and print telephone appointments
- Order, view and print a list of their repeat prescriptions
- View allergies, adverse reactions and medications
- Access to detailed coded medical record

It is a contractual requirement for practices to enable patients to have online access to a more detailed version of their medical record (rather than the 'summary care record' version currently available online). There are circumstances where a GP may believe it is not in the best interests of the patient to share all information in the record, for example where it could cause harm to their physical or mental health. Before access to your Detailed Coded Record is granted, your medical records will be fully checked by a clinician. It may therefore take 14 days from submitting your application for this access to be granted.

Patient Access – FAQ's

Q: What is i – Patient (Evergreen Life)

A: There will be a section on the registration letter for i-Patient. This works in a similar way to Patient Access. Essentially, the aim is to give you a choice of provider when managing your online services.

You simply access the website of your choice and register with the details provided. The details are the same for both providers and the level of access you have will be exactly the same. Please note though, support will be limited for i-Patient (or any other similar product) as the practices main system is Patient Access.

Q: How do I register for EMIS Health's Patient Access?

A: You will be issued with a registration letter from the practice. To register for Swan Surgery Online Services, (called Patient Access which is provided by EMIS Health), you will need to register on the EMIS **Patient Access** website.

Once you have clicked on the 'Register' button it will ask you if you have received a letter from the practice, select 'Yes' and follow the instructions to enter the details from the letter when prompted.

PLEASE NOTE: You can only register one person per account. In addition, you will need to have a unique e-mail address / mobile phone number (if applicable) per user account as you may receive alerts via these communication methods. The practice can no longer accept more than one patient on one e-mail address. This also applies if you are using the same e-mail address for a patient registered at another practice that uses Patient Access.

The last stage of the registration will allow you to check your phone number and e-mail address. If this is incorrect, please update this on the appropriate screen.

THE LAST PAGE ON THE REGISTRATION SETUP WILL GIVE YOU A **USER ID NUMBER**. PLEASE MAKE A NOTE OF THIS AS THIS IS YOUR USERNAME FOR LOGGING IN.

Q: How do I login to the Patient Access service?

A: Once you are registered, go to the Patient Access website and enter your Username and Password in the yellow Sign in section.

The User ID and Password is what you created upon registering for the EMIS Patient Access system.

Q: How do I book a Telephone Appointment?

A: Once you are logged on the home page you can see your appointments that you have booked via Patient Access only.

To book a new telephone appointment click on the 'Book an appointment' link. You will be able to see what doctors are available and on what date. Once you have found an appointment you would like, select it by clicking on the appropriate time. It will then ask you to select the best contact number to call you on (there is space for an alternative number if required). It will then ask a brief reason for the appointment. Once you are happy with the appointment, press the 'Book' button. It will then say that 'you have successfully booked your appointment with...' If you do not see this page your booking has **NOT** gone through to the practice.

Q: How do I cancel an Appointment?

A: If you are cancelling an appointment within 1 working day before your appointment, please cancel this by ringing the reception team on 01730 264011.



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For all other appointment cancellations, once you are logged in on the home screen you can see your booked appointments. From here you need to press the 'Cancel' button. It will then ask you if you are sure. If you are happy to cancel the appointment again press the 'Cancel' button. It will then confirm the cancelled appointment. If you do not see this page your cancellation request has **NOT** gone through to the practice.

If you wish to re-arrange an appointment it is advised that you book the new slot before cancelling the original appointment.

At the current time you can only cancel appointments booked via Patient Access. To cancel any other appointments please contact the practice.

Q: I have forgotten my User ID and / or Password, how do I reset it?

A: On the login page there is an 'I forgot my User ID or Password' option which will enable you to recover your User ID / Password.

Please Note: *There is a 'Get my user ID' option just above the Sign in section. This method is for another provider and therefore will not work for our patients. Therefore, please use the method mentioned above.*

Q: How do I order a Repeat Prescription?

A: Once you are logged in on the home page you can see your prescriptions that you have ordered via Patient Access. To order a new prescription click on the 'Make a request' button. You can then tick the medication you require and say where you will be picking the medication up from in the first box underneath your medications. If you need to, you can put a comment in the comment box towards the bottom of the page. Once you are happy with your request, press the 'Submit Request' button at the bottom of the page. You will then need to confirm your request by pressing the 'Confirm' button. It will then say that 'Prescription request confirmed'. If you do not see this page your prescription request has **NOT** gone through to the practice.

Q: Why isn't all my medication available to order online?

A: There are a few reasons why your medication may not be able to be ordered via Patient Access:

- Certain medication will be prescribed to you as an acute medication. There are many reasons why your GP has done this. The ordering system will only allow you to order your repeat medication. Therefore, if you have any acute medication that you would like on repeat please speak to your GP.

Swan Surgery, Swan Street, Petersfield, Hampshire. GU32 3AB.

Telephone: (01730) 264546 or 264011

Facsimile: 01730 231093

Website: www.swansurgery.co.uk

- In addition, medication that has been processed as a Batch Prescription cannot be ordered via Patient Access. These can be requested directly from your chosen Chemist / Pharmacy.
- Some medications may not be legally allowed to be requested online via Patient Access. Therefore, you would need to contact the surgery directly to order them.

Q: How do I view my Medical Record online?

A: To view your Medical Record via the Patient Access system once you are logged in, click on the 'View your medical record' button in the Medical Record section. This will then show you a Summary of your Medications and Allergies.

- In addition, if you have been granted full access to the coded details of your medical record it will show you the above, along with Immunisations, Laboratory Results, Consultations and Key Medical Problems.
- You can navigate your medical record by using the headings on the left hand side.
- If you are unsure what certain bits of your medical record mean, you can press the 'i' button next to each section for more information on that entry.

For further information, please contact Reception.