

LIPHOOK VILLAGE SURGERY PATIENT.CO.UK APPLICATION FORM

Please print out, complete and hand into the Surgery Reception Team with appropriate identification

Patient to complete:

Name:	
D.O.B:	
Address:	
Tel No:	
Mob No:	
E-mail address:	
Practice Guidance read and understood	Delete as appropriate Yes/No

Surgery Staff Only

Proof of ID given e.g. Passport, utility bill, driving license:	Yes/No
Identity Confirmed:	Yes/No
Means of Identity e.g. utility bill etc	

I am the patient

I am representing the patient (with their authority, if over 16 yrs old)

(If representing the patient, the patient you are representing should sign below and you should bring proof of their signature e.g. driving license, student card, etc)

I have understood and will adhere to the Practice Guidance for the use of Patient.co.uk to access the surgery's EMIS clinical system. I understand that failure on my part to adhere to the guidance may result in my Patient.co.uk registration being terminated. I understand that this will in no way affect my registration with the Practice.

Signature: _____ **Date:** _____

Our Practice Guidance for Patient.co.uk Access

Before you begin to use Patient.co.uk please read the following guidance regarding the booking of appointments over the Internet. Please keep this page of the document for your own reference.

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. If you are cancelling on the day of your appointment, please telephone the surgery to cancel. 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 3 times in one year we will remove your facility to use Patient.co.uk, however you will still be able to book appointments with our receptionists.

Appointments

- Due to the nature of nurses' appointments we are unable to offer them online at this time, although we hope to be able to offer this service in the future. 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	Childhood/baby immunisations
Follow ups to previous consultations/lab results	Pill Checks (if over 35 please see GP)
Medication Reviews	Dressings, Ear syringes, removal of stitches.

Inappropriate Use

- We monitor the use of this service and we are sure that you will find it useful. However if we find that any abuse of the service, we will revoke your access to the service. 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.

Repeat Prescriptions

- Patient.co.uk will give you a facility to send repeat medication requests to the surgery. We will still require 2 working days to process requests. This facility is for repeat medication only. You can monitor the progress of your request via your Patient UK Homepage.
- Please note online repeat prescription ordering is only available for patients over the age of 16 unless you have discussed this with your GP.

Your Responsibility

- The practice will take every measure to ensure that your Patient.co.uk application is secure. It is your responsibility to ensure that your Patient.co.uk account remains this way. You are able to terminate or reset your Patient.co.uk account at any time by contacting the surgery in writing. You may wish to do this if you think someone else knows your Log In details or if you have shared details with a family member or partner and no longer wish them to know these details.

Please note that the practice does not manage the Patient.co.uk website and therefore cannot provide help with using Patient.co.uk - help screens are provided on the Website.