**MARKINCH MEDICAL PRACTICE**

**PATIENT ACCESS TERMS AND CONDITIONS OF USE**

Dear Patient

Before you begin to use Patient Access to make your GP appointments or order repeat medication, please read the following guidance and retain for future use.

**Patient access is for routine appointments only. If you require an urgent appointment, please call the Surgery.**

**Booking an Appointment**

Sign into your account and select *Book an appointment.* You can filter for selected Doctors or select from all available. Just click on the day and time that suits you. You will be asked for a reason for the appointment. This is not mandatory but may assist the Surgery. Any entry made here will be completely secured and only Surgery staff will be available to view it. Confirm your booking to complete the process.

**Missed Appointments**

Please let us know if you are unable to attend your appointment by either cancelling on line or by phoning the Practice. This will allow us to offer the appointment to other patients. We realise there are genuine reasons for missing appointments but will monitor your record on such occurrences. If you miss more than 2 appointments without giving us prior notice, we will remove ability to use this facility and you will revert back to phone bookings.

**Nurse Appointments**

No Nurse appointments are available via this service due to the nature of their timeframe with some being more than the usual 10 minutes. Please contact the surgery to make these appointments.

**Repeat Prescriptions**

This application allows you to order repeat medication only. Anything issued on an ‘acute’ basis must still be ordered via the reception staff by e-mail, fax or completing a request slip. Please bear in mind that not all medication is available on repeat prescription.

To make a request:

* Log into your account and scroll down to the Repeat Prescriptions
* Select ‘Make a Request’ and you will see a list of your current repeat medication. Select the medications you wish to order noting that you can only order them if it is within 7 days of their due date. If you need to leave us a message regarding the medication, please enter it into the text box e.g URGENT – going on holiday in 2 days
* Click Submit, check the details are correct and click Confirm. **Please allow 48 hours for staff to process your request.**
* To check the progress of your request, select ‘See Requests Detail’ on the Repeat Prescription line.

**Inappropriate Use – Any user found to abusing this service will have it revoked immediately**