

**LONG FURLONG MEDICAL CENTRE
PATIENT ON-LINE ACCESS**

Using our on-line services via Patient Access

Booking Appointments

Ordering Repeat Prescriptions

Viewing:

Medical Records

Hospital letters

Allergies

Immunisations

Medications

Test Results

Register for Patient Access

First you must complete and sign the Patient Online Access Registration form which is available from Reception. The form is also available to download from our website www.longfurlongmedicalcentre.co.uk (Select *Health Records and IT* on the right hand side of the Home page):

When you return the form to the Practice you must bring two forms of ID with you one should be photographic e.g. driving licence or passport and another proof of your address e.g. council tax or utility bill.

We will verify your ID and activate your account so that you can complete the registration process.

To Register:

You can either go to our website: www.longfurlongmedicalcentre.co.uk and select Online Services

or

Go to the Patient Access website: <https://patient.emisaccess.co.uk>

1. On the Patient Access homepage, click Register
2. On the registration screen, tick Yes to the question- Have you received a registration letter from your practice?
3. Enter the details from the letter, into the correct field
(* indicates a required field)
4. Click Next
5. Enter your personal details, and create a password
(* indicates a required field)
6. Click Next
7. Enter your contact details, and security question information
(* indicates a required field)

Click Next, your User ID will be displayed and your registration is complete.

Register for Patient Access without a letter

You can also register for the service online without a letter but this process will create a basic account that allows you to book an appointment and order prescriptions. To get access to all the features that we offer you will need to complete the Patient Online Access Registration Form and return it to reception with some form of photographic ID e.g. driving licence, passport and proof of address.

Go to the Patient Access website: <https://patient.emisaccess.co.uk>

1. On the Patient Access homepage, click Register
2. On the Registration screen, tick NO to the question- Have you received a registration letter from your practice?
3. Enter your postcode or our postcode: OX14 1XR
4. Click Next
5. Select your GP practice
6. Click Next
7. Enter your personal details, and create a password

(* indicates a required field),

8. Click Next
9. Enter your contact details, and security question information

(* indicates a required field)

Click Next, your User ID will be displayed and your registration is complete BUT you should now **visit the surgery with photo ID and proof of your address** if you would like to benefit from the added features of using Patient Access.

You will also need to complete and sign the Online Access Registration Form which is available from Reception or can be downloaded from our website: www.longfurlongmedicalcentre.co.uk. From the Home Page the form can be found on the right hand side of the screen and select Health Records and IT.

Remember:

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require clarification, please contact Reception. Tel: 01235 522379

Information Security

It is your responsibility to keep your login details and passwords safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, contact Reception so that we can remove your online access until you can reset your password.

If you print out any information from your record, it is your responsibility to keep it secure.

THE PRACTICE HAS THE RIGHT TO REMOVE ONLINE ACCESS TO SERVICES FOR ANYONE THAT DOES NOT USE THEM RESPONSIBLY

Test Results

These are available to you online after they have been reviewed by either your doctor or the Duty Doctor.

If you would like to know more about your blood tests, information is available on the website:

<http://labtestsonline.org.uk>

If you do not understand your results, please phone the surgery and ask for a telephone consultation with your GP or nurse.

Hospital Letters

Only letters received after 1 April 2014 are available to view online.

If you require copies of all your medical records, this can be arranged via the Medical Secretary. Tel: 01235 522379. Please be aware that under the Data Protection Act a charge is made for copies of medical records. Our fees are displayed in the Waiting Room.

If you see anything in your medical record that you are unsure of, please contact Reception. They will make a note of the information from you and ask a doctor or nurse to investigate it for you.

BOOKING APPOINTMENTS

Appointments

When arranging your appointments online it will help us and you if you refer to the following guide:

GP Appointments

Our GPs offer 10 minute appointments for their consultations. They also provide a range of additional services but these are allocated longer appointments times and must be booked with the receptionist e.g. coil fittings, contraception implants, minor operations, pre-school checks, antenatal and post-natal appointments.

Please note our GPs do not perform cervical smears – these must be booked via reception with a nurse.

Practice Nurse Appointments (Becky, Cate and Alison)

Our nurses' appointments are not available to be booked online. This is because each appointment type varies in length and unfortunately the online booking system is not able to manage this.

Arrange via Reception the following appointments:

- Childhood immunisations
- Contraception Injections (not implants – Dr Allan or Dr Lee & a nurse)
- Travel advice and vaccinations (Bev or Cate only)
- IUD fittings (nurse and GP with either Drs Allan, Lee, Keeling or Barter)
- Blood Pressure Reviews
- Cervical Smears
- Blood Tests
- Dressings
- ECGs
- Minor Operations (normally an appointment with a doctor & nurse)

In addition they take lead areas in the following:

Becky (booked via Reception):

- Asthma reviews
- COPD reviews

Cate for (booked via Reception):

- Diabetes Management
- Smoking Cessation

Alison (booked via Reception):

- Bladder and Bowel Assessments (adults only)

HEALTH CARE ASSISTANT – Our HCA is able to offer a range of appointments but due to the different times needed for each consultation type they must be booked via Reception.

- Blood Pressure Monitoring
- ECGs
- Ear irrigation
- Health Checks for patients aged 40-74 yr old without a pre-existing health condition
- New Patient Checks
- Smoking Cessation
- Weight / Lifestyle Management
- Hearing Screening (aged 12 years +)

BLOOD TESTS: Online Booking is available with: Phlebotomist (Ann) and HCA (Claire)

To arrange a routine appointment it would be helpful if you phoned after 10am.

If you would like a chaperone to be present during your consultation, please inform the receptionist at the time of booking the appointment.

Ordering Repeat Prescriptions

You will be able to order medication that you have on repeat prescription. If the doctor has given you a medication for the first time, it is unlikely that you will be able to order it online without being reviewed by your GP. You can book an appointment online for this review.

You will not be able to order any medication that is given to you as a one off prescription e.g. antibiotics – these are known as ‘Acute’ prescriptions.

Please plan ahead when ordering your prescription - allow 2 working days (Mon-Fri excluding Bank Holidays) for your prescription to be generated by the surgery.

Long Furlong Medical Centre

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www.longfurlongmedicalcentre.co.uk