

## APPOINTMENTS – DID YOU KNOW?

Appointments can be made by ringing **01244 351000**, or by calling the Practice between **8.00am and 6.30pm**. We have appointments released on the day and we also have **2 weekly pre-bookable appointments for GPs**.

Nurse appointments are **pre-bookable up to 4 weeks in advance**. We also have **telephone appointments pre-bookable up to 2 weeks in advance for GPs**. Due to the nature of general practice sometimes surgeries may run late. Please be patient, as you may need more time on occasions too. If you have been waiting more than 30 minutes please tell reception and they will do their best to offer you an alternative.

## DUTY CLINICIAN TRIAGE

**Duty Clinician Triage can be explained by the following process;**

1. The receptionist will ask the patient their name, date of birth and a brief description of their health problem.
2. Using the signposting criteria developed by the clinicians the receptionist will offer the most appropriate appointment available.
3. If you are booked with the Duty Clinician, they will call you back as soon as they can, depending on their current workload. Unfortunately due to the unpredictability of the Duty Clinician's day we are unable to give you a specific time for the call back. It is imperative that you give the receptionist your current contact details.
4. When the Duty Clinician calls you back the patients are able to talk to them about their health problem in the same way they would if they were in the practice attending an appointment in person.
5. If the Duty Clinician thinks that the patient needs to come into the surgery to be seen (either the same day or in the next few days) they will book you in a suitable time with the clinician themselves.

### **BENEFITS FOR THE PATIENTS:**

- You don't have to be first through on the phones to book an appointment.
- Have contact with a Clinician sooner.
- See their GP sooner when appropriate
- Get more time with their GP when they need due to reduced pressure on appointments.

### **BENEFITS FOR THE DOCTORS:**

- Improved patient care and communication
- More efficient use of time and NHS resources
- Increased professional satisfaction through enhanced patient care and more effective workload management.

# THE ELMS MEDICAL PRACTICE



## PATIENT ONLINE SERVICES

### **ELECTRONIC PRESCRIPTION SERVICE (EPS)**

### **E-CONSULT**

### **PATIENT ONLINE ACCESS**

### DO WE HAVE YOUR UP-TO-DATE CONTACT DETAILS?

**Telephone Number – Landline / Mobile**

**Full Address**

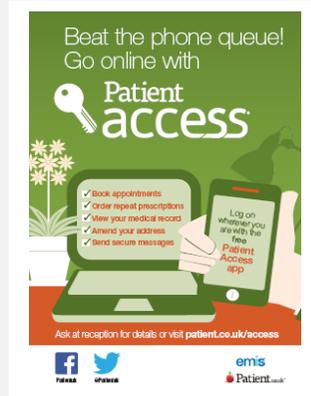
**Email Address**

Did you know the Practice can contact you via **TEXT MESSAGE & EMAIL** through a secure service called MJOG? You just need to contact the surgery with your mobile number/email address and we can update your medical record accordingly.



## PATIENT ONLINE ACCESS

Patient Access is a secure internet system that Allows patients to perform tasks online such as booking appointments and medication requests. Patients will also be able to view a summary of their medical records to include; a summary, allergies, current medications and immunisations. To do this you will need to sign up to our **ONLINE ACCESS** facility. You can access this through the following link: <https://patient.emisaccess.co.uk/>



Access to online patient records includes; coded information on medication, allergies, illnesses, immunisations and test results. If you have already registered with Patient Access to use our online booking appointment or prescription service you will not need to register again. Please note, if you register to use Patient Access without getting your details from the Practice, you will have **LIMITED ACCESS** to the available services. **You must visit the Practice to confirm your registration within 1 MONTH with PHOTOGRAPHIC ID and PROOF OF ADDRESS, otherwise your application will be rejected and you will have to re-register for the service. Please note we are unable to provide online access for patients under the age of 16.**



EConsult is an online service accessed via our website and enables patients to access safe and efficient advice for their health conditions and consult with their GP from the convenience of their own home!

**Get advice about specific conditions like back pain, coughs, mental health concerns & more**

**Get advice about general symptoms like tiredness, bleeding, pain or weakness**

**Request sick notes and other types of administrative help**

How does the service work?



Complete a simple form about your problem or request



Your GPs decide on the best treatment for you



We call you (and in some instances email you) with advice, a prescription or an appointment

## ELECTRONIC PRESCRIPTION SERVICE (EPS)



If you nominate a pharmacy, your GP can send all future prescriptions electronically to your preferred pharmacy. If you would like to take advantage of this service and haven't yet completed a nomination form, you should contact reception or ask your preferred pharmacy to set your nomination. This will **not** affect the way that you order / request prescriptions.

### **Benefits for you:**

If you get a repeat prescription, you will not have to spend your time going to your GP practice each time to pick up your paper prescription. Instead your GP will send it automatically to the place you choose, with less chance of it getting lost. Nearly all pharmacies will be connected to the service, so you will be able to get your medicines from any pharmacy you choose - whether it's near home, work or the shops.

**What happens if I do not wish to use the service?** Nothing - You will continue to get paper prescriptions as you do now.

### **Can I change my nomination or cancel it and get a paper prescription?**

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP Practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

**Is EPS reliable, secure and confidential?** Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

## **ORDERING REPEAT PRESCRIPTIONS**

There are a number of different ways you can order your repeat prescriptions:

**Post** (please ensure you send a stamped addressed envelope if you would like the prescription posted back to yourself.

**Fax - 01244 313497**

Prescription Post Box situated outside the main Fountains Health Building  
**Online via Patient Access** (if you are not already registered for this service please see the information in this leaflet of how to access.

**Nominated Pharmacy**

Please ensure you tick all the items you need on the request slip. If you do not have a request slip just jot down the items with your Name, Address and Date of Birth.

The Practice has a **48 Hour Protocol** for repeat prescription requests (excluding weekend and bank holidays) and we **DO NOT** accept requests over the telephone for safety provisions.