

# ANNIESLAND MEDICAL PRACTICE

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## Our Patient Practice Guidance for Patient Access

Dear Patient

Before you begin to use Patient Access we would appreciate it if you could read the following guidance regarding the booking of appointments and ordering prescriptions online. Please keep this document for future reference. Patient Access is designed to allow you to book available routine appointments with a GP. If you require an emergency appointment please contact the surgery by telephone to arrange this.

### Missed Appointments

Please contact the surgery if you are unable to attend an appointment that you have booked online or alternatively you can cancel the appointment online. This allows 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 we may consider removing your facility to use Patient Access;** however you will still be able to book an appointment with our reception staff.

### Nurses Appointments

Due to the nature of our nurse's and health care assistant appointments we are currently unable to provide these online at the moment.

### Doctors Appointments

Please ensure you book the appointments appropriately. If you are unsure as to whether it is appropriate for you to see a nurse or a doctor then please contact us by telephone.

### Repeat Prescriptions

This application allows you to order repeat medication and also items that you have previously received.

- Log into your Access account and scroll down to Repeat Prescriptions.
- Select 'Make a request' and you will see a list of your current medications which you can select from.
- Other items that you have previously received can be entered into the comment box, or any other further information we may need to know.
- Click 'Submit Request' – check the details are correct and then select 'Confirm'
- **Please allow 24 hours for staff to process your request.**
- You can check the progress of your request online.
- If your request has been accepted – then you will be able to collect your prescription at the surgery after 2pm the following working day.
- If the request has been declined –then the surgery will provide a comment as to the reason why.

### Inappropriate Use

We will be monitoring the use of this service and we are sure you will find it most useful. If however, we find that any users are abusing this service then access will be revoked and future services will still be available by contacting our reception team.

## Patient Access Application Form

Patient to complete

First name:		Surname:	
Dob:			
House/ Flat No:			
Street:			
City:			
Post Code:			
Tel No:			

I have understood and will adhere to the Practice Guidance for the use of Patient Access. I understand that that failure on my part to adhere to guidance may result in my Patient Access registration being terminated. I understand that this will in no way affect my registration with the practice.

Signed:

Date:

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