

Gossoms End Surgery

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Patient Access to Online Services

Introduction

The following Terms and Conditions are set out for patients to understand before being allowed to access the clinical systems direct on-line facilities, such as prescription ordering, appointment booking, or personal profile updates.

Terms and Conditions

- To apply for online access to the Practice's clinical system, patients must complete the Online Access form and also provide 2 forms of identification, one of these being photographic. Acceptable documents include passports, photo driving licences and bank statements but not mobile phone bills.
- Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other / further family members.
- Applications for on-line access will not be considered for patients who are under the age of 16.
- Where access is granted passwords will only be released direct to the patient and not to a third party.
- Where access is refused this will be in writing. A reason will only be given at the discretion of Dr Ojo-Aromokudu.
- Patients with a history of non-attendance at pre-booked appointments (without cancelling) will not normally be granted access to online appointment booking, however the remainder of the facilities will be considered.
- Online appointments booked are to be cancelled by the patient as soon as it is determined that it is no longer required.
- The Practice will not allow misuse of the online system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or recurs, access will be removed permanently and without further notice, at the discretion of Dr Ojo-Aromokudu.
- Repeat prescriptions may only be ordered where these appear on the repeat list, which is provided to patients on the tear-off portion of the last prescription issued.
- Personal Information Updating is subject to validation after submission. Patients moving outside the Practice Area will be removed from the Practice list in the usual way.
- Approved access requests will be notified along with access instructions and a copy of these Terms and Conditions.

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