

PRACTICE POLICY FOR ONLINE APPOINTMENT BOOKING

Before you begin to use the online booking service, please read the following policy regarding the booking of appointments over the internet, and the additional document regarding online access. Please keep these policies for your own reference.

A document containing your pin number and log-on details will be provided to you as soon as the practice receives your signed consent form. Please keep this document safe as it contains your personal information.

When registered you will be able to:

- Find available doctor appointment slots
- Book new appointments. Appointments may be booked up to a maximum of 21 days ahead
- View appointments you have already booked
- Cancel appointments

Doctors Appointments

Please ensure that you book your appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor, contact us by telephone.

Missed Appointments

If you are unable to attend your appointment please let us know as early as possible. You may cancel it online or telephone us. This will allow us to offer the appointment to another patient.

We will be monitoring missed appointments on a regular basis. If you miss an appointment more than twice in one year we will remove the facility for you to use online booking, but you will still be able to book appointments with our receptionists.

Inappropriate use

We are sure you will find this service useful. However, we will revoke your access to it if you abuse the service. For your access to be reinstated you must liaise with our reception team.

Examples of what we would consider inappropriate use are:

- Booking appointments and not using them more than twice a year
- Booking appointments for other family members using your name.
- Consistently booking inappropriate appointments with the doctor

Appointments for Family Members:

Unfortunately the system is not flexible enough to allow you to book appointments for family members.