



## The Wickham Practice Online Services

Here at The Wickham Practice we offer online services to make it easier for our patients to have access to us 24/7. We would recommend downloading the Free NHS APP on your smartphone, please note you must be aged 13 or over to use this.



You can use the NHS APP for:

- **order repeat prescriptions** – see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to
- **book appointments** – search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments
- **check your symptoms** – search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice and medical help near you
- **view your medical record** – securely access your GP medical record, to see information like your allergies and your current and past medicines
- **register to be an organ donor** – chose to donate some or all your organs and check your registered decision
- **and more!** Download to find out.

We understand that not everyone has a smartphone to download the App but may still have internet access; in this case we have a partnership with EMIS our GP Software supplier who are able to offer online services to book appointments and order repeat prescriptions. Please see our application form (next page) for this.



The Whickham Practice  
**APPLICATION FOR ONLINE EMIS SERVICES LOG IN**

This is the application for EMIS Log in Services if you are unable to download the NHS App.

To use this facility you will need a **username and password**. To request access, please complete this form. As a security measure, your **login details will be sent to your home address**. Please let us know if you have not received your details **within 14 days**.

<b>Name</b>	
<b>D.O.B</b>	
<b>Address</b>	
<b>Tel No.</b>	
<b>Email Address</b>	

I wish to have access to the following online services: (please tick)

<b>Booking Appointments</b>	
<b>Requesting Repeat Prescriptions</b>	
<b>Accessing my medical record</b>	

I wish to access my medical record online and understand and agree with each statement: (please tick)

<b>I have read and understood the terms and conditions</b>	
<b>I will be responsible for the security of the information that I see or download</b>	
<b>If I choose to share my information with anyone else, this is at my own risk</b>	
<b>I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement</b>	
<b>If I see information in my record that is not about me or is inaccurate, I will contact the Practice as soon as possible</b>	

I have read and agree to the conditions for using EMIS Access (see overleaf) |:

**Signed:**

**Date:**

### **Terms and Conditions of Use**

**\*Please note- 2 forms of identification is needed while handing this form in at front desk**

We feel that this service is of great benefit to our patients and it is offered free of charge. Our experience and feedback from patients has been very positive.

However, there are a few things to note:

### **Availability and Liability**

The online prescription ordering and appointment booking / cancellation system is ran by our IT supplier, Emis. We cannot accept responsibility or liability for direct or indirect loss resulting from the use or inability to use the service, howsoever caused. Nor can we offer guarantees that any of our online services will be available all the time.

Please be aware that you can only order repeat medications online. All medication requests may be refused at the discretion of the doctor (where this occurs it is almost always because of safety concerns, such as overdue a medication review, or you appear to be over ordering medication.)

### **Security**

EMIS uses a high degree of security to protect your confidential information whilst you use the service. However, due to the nature of the internet and the fact that the service is run by EMIS and not us, we cannot offer any warranty that the service is 100% secure. There is no access to your medical records from this service.

You are responsible for keeping your login details secure. We recommend that you use a reliable and comprehensive security package on your computer that includes protection against identity theft.

### **Acceptable Use**

Use of EMIS Access is for personal use only. We will withdraw the facility to use EMIS Access on anyone who abuses the system. This includes, but is not limited to: accessing or attempting to access someone else's account; booking an appointment or ordering medication on someone's behalf (except for a child under 16 years), sending abusive or otherwise inappropriate messages; any illegal activity; any use or activity that blocks the use of the system to other patients; and booking appointments and then failing to attend without informing us in advance.

### **Privacy and Confidentiality**

We will never ask you for personal details by email.

Confidentiality is the bedrock of medicine. Except for very rare occasions where the law requires us to, we will not give out personal information to any third party.

These are a summary of the main points regarding the use of the service. By using the service you are also agreeing to the terms of service which can be found on the EMIS Access website.

## Social Media

If you are interested in this online service, you may also be interested in our media platforms. Like and follow our Facebook page / visit our website for updates within the practice, for useful information and NHS updates.



<https://whickhampractice.nhs.uk/>



*The Whickham Practice*