

# WELTON FAMILY HEALTH CENTRE

## ONLINE ACCESS

Welton Family Health Centre is pleased to announce that we will be offering the following online services, which will enhance access to the Surgery, for patients aged 16 and over:-

- Booking Appointments
- Cancelling Appointments
- Viewing Past Appointments
- Viewing Future Appointments
- Current Prescription Ordering
- Changing Contact Details
- Grant Additional Access to Online Account
- Ask a Question

We will offer a limited number of routine appointments with GPs for patients to book online via our website. The system will be monitored and amended over time as we receive feedback from patients and as we learn from experience of operating the system. The system will cover GP routine appointments only initially but we plan to extend it to cover nurse appointments.

The booking system will be secure and patients will need to register for the service in order to obtain secure logon details.

### **In order to register, patients will need to:**

1. Complete a registration request form at the Practice, bringing with them a photo-ID i.e. new style driving licence or passport. This is so that we ensure that we are giving access to the correct person
2. The Practice will process the request form and provide the patient with a username and password.
3. The patient will need to wait an hour before trying to log into the system from a link on the Practice website:

[www.weltonsurgery.co.uk](http://www.weltonsurgery.co.uk)

The number of appointments available to book online will be small initially as we need to gauge the demand. We will monitor uptake of the service and adapt as necessary. We still need to ensure that adequate appointments are available to book in person or by phone for those patients, who do not wish to or cannot book online.

Only routine appointments can be booked online. Patients will still need to contact the Practice for emergency appointments.

## **Appointment booking acceptable use policy**

Patients may only book **one appointment online at any one time** (i.e. they may only book a further appointment online once they have attended the initial online booked appointment). This is to ensure that there is a supply of appointments online available for as many patients to book as possible. Patients must **cancel unwanted appointments at least 2 hours in advance** so that these appointments can be offered to other patients. As part of our monitoring of the service, we will be alert to any attempt to abuse the service e.g. patients booking large numbers of or frequent appointments. Patients found to be abusing the service will be withdrawn from online services and, subsequently, will no longer have the ability to view or book appointments online.

## **Appointment availability**

Availability of appointments online will depend on the number of appointments the Practice has to open. Appointment bookings via the website will be monitored to ensure the number of slots available is proportionate to the number of patients' registered for the service

## **Parental / third party access to online appointment booking system**

If a patient wishes a relative / third party / carer to have access to their online account, they will be able to configure this from within their own user account.

All patients should be aware that details of their booked appointments will be viewable by anyone who has access to their registration details.