



## **Patient Online Access - Terms and Conditions**

- 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.
- Registration details and passwords can ONLY be released to the patient and not a third party.
- Where access is refused this will be in writing. A reason will only be given at the discretion of the partners.
- Patients with a history of none-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking, however the remainder of the facilities will be considered.
- It is only possible to have two appointments booked at any one time.
- On-line 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 on-line 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 reoccurs access will be removed permanently and without further notice, at the discretion of the partners.
- Repeat prescriptions may only be ordered where these appear on their repeat list, which is provided to patients on the tear-off portion of the last prescription issued. The request must match the repeat list exactly and must not be overdue.
- Personal information updating is subject to validation after submission. Patients moving outside of the practice boundary 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.