

ONLINE SERVICES – REGISTRATION FORM

To register for our online services, please complete the form below and return it to the surgery in person, **along with a valid form of identification, for example, photo ID or your passport.** Once you are registered, the practice will e-mail you with the information that will enable you to register and create a username and password.

Patient Details	Please complete in BLOCK CAPITALS
Patient forename	
Patient surname	
Date of Birth	
Home address	
E-mail address	
Mobile number	
Please tick to confirm (✓) <ol style="list-style-type: none"> 1. I have read and understood the information and terms of use on the reverse of this form <input type="checkbox"/> 2. I will be responsible for the security of the information that I see or download <input type="checkbox"/> 3. I give consent for my mobile number to be used for sending SMS text messages <input type="checkbox"/> 4. If I choose to share my e-mail account or mobile phone with anyone else, this is at my own risk as appointment and prescription information may be accessible to anyone sharing the same e-mail address or mobile phone <input type="checkbox"/> 5. I will contact the practice as soon as possible if I suspect that my account has been accessed by somebody else without my agreement <input type="checkbox"/> 	
Signature	
Date	

Staff Use Only	
Patient ID presented & verified	
Staff name	
Date	
Date account created in Vision	
Date e-mail sent to patient	
Actioned by	

ONLINE SERVICES – PATIENT INFORMATION

Request your repeat prescription online

Request your repeat prescription any time of the day or night, from any device that has internet access.

You can view your full list of repeat medications alongside the date that it was last ordered. Simply tick the box beside the items that you need to order and submit your request. There is also a free-text box to allow you to request medication that has been issued previously but is not listed on repeat.

We ask that patients nominate a local pharmacy to collect their prescription from the practice. If this has not been set up before, this can also be added to the free text box. Please do not present at the surgery to collect prescriptions.

Online prescription requests are still processed in the same way in the practice and will be ready for your preferred pharmacy to collect within 48 hours of ordering. Some pharmacies also offer a text messaging service to alert you when your prescription is ready to be collected. Please ask your local pharmacy for more details.

Once you have requested your medication, you can log into the online system to check the status of your order so that you can see when it has been processed.

Online appointment booking - CURRENTLY UNAVAILABLE

We regret that this service is currently unavailable. However, by registering for an online account, this will be available to you when it is back up and running.

Have the flexibility to book and cancel your appointments from home, at work or any location with internet access. You don't need to queue at the practice or wait on the telephone and you can manage your appointments out with practice opening hours.

Terms of Use

- Patients must register and activate their online account within 30 days of receiving their registration letter from the practice.
- Patients will only be able to book up to 2 appointments at a time.
- As with all surgery appointments, any appointments that are booked online must be attended or cancelled in advance. Failure to comply with this will result in a warning and subsequent removal from the practice list if non-attendance is persistent.
- You will be logged out of the system after 5 failed login attempts. The system will automatically unlock accounts after 4 hours or you can contact the surgery to request your account to be unlocked manually.
- If you have any issues with registering for an online account or using the online services, please contact the surgery.