

PROXY ACCESS

All patients can now ask to nominate a 'Proxy user' who can view their records, book appointments and request medication on their behalf.

This is particularly helpful for parents with children on regular medication, or for carers of older, frail or forgetful patients

Proxy Users DO NOT have to be registered with the practice.

Proxy access is automatically cancelled when a patient reaches the age of 16

If you would like to be a proxy user for one of our patients, or you are a patient who would like to set up a proxy user, please ask for the application form at reception



PATIENT ACCESS

Booking appointments,
requesting repeat medication and
viewing parts of your medical
records using the internet

We are now able to offer our patients the facility to book **ROUTINE** doctor's appointments and order repeat prescriptions ON LINE.

You may also see some parts of your GP records

In order to use this service, you must first register at reception to receive your log on details.

Please carefully read the information below.

How to register for our ON LINE services:

1. All newly registering patients will automatically be registered with an account to the on line system. Their log on information will be sent to them a few days after registering
2. If you are an existing patient over 16 years of age, you need to attend the surgery in person and ask at reception for a registration form.
3. You will need to provide one form of photographic ID
4. Once your identity has been confirmed, you will be given a registration form which will provide you with all the information you need to register to use the EMIS Access internet facilities. For the security of both yourself and the practice, you must not disclose this information to anyone else.
5. Visit the practice website at www.merrywoodpractice.nhs.uk and follow the link to EMIS ACCESS or go directly to the website

<https://patient.emisaccess.co.uk>

6. New users will need to click on 'create your account'. Using the information provided when registering for the service, follow the steps to register and set up your account.
7. Once your account is set up you are now ready to book appointments or to order repeat medication.
8. Please remember that prescriptions take 2 WORKING DAYS to be ready for collection.

Access to medical records

If you have an account set up to use the on line service for booking appointments and requesting prescriptions you can also have access to some of your medical records that we have on our system. The information you will be able to see is your medication, allergies and immunisation record

You are also able to request to see all the coded information held in your medical records. You will need to complete a request form (available at reception). Your usual doctor will review your request, to ensure disclosure of your full records would not cause you any harm. If your request is agreed we will activate access to the additional information