

Requesting Online Access

All patients who wish to have access to patient online services for booking appointments and requesting repeat medication must register to use the service. Each patient must bring IN PERSON to the surgery:

- Photo ID (i.e. passport or driving licence)
- Proof of address (i.e. bank or building society statement)

Once you have made your application, please allow 14 days for your account to be activated. Please return to the practice after 14 days to collect a letter that will contain the information required to use the service. Alternatively we can email the letter to you, if you provide an email address, once the account is live. The registration letter will only be given to the patient making the request.

To complete the process you will need to register online via our website www.oldcoulsdonmedicalprac.co.uk by following the instructions in the letter provided by the practice. You will be able to access the online services straight away once you have done this.

**Old Coulsdon
Medical Practice**

Online Services

**Booking appointments
and requesting repeat
medication**

www.oldcoulsdonmedicalprac.co.uk



Data Protection/Security

Where a child has been registered by their parents their online access will be automatically disabled on the child's 11th and 16th Birthday then they will be invited to re-register.

All patients will be required to have their own personal email account for online access (i.e. online access cannot be provided to patients who do not have an email account)

Patients should be aware of data protection and online security. It will be the patients' responsibility to keep their login details and password safe and secure

The practice has the right to remove online access to services for anyone that does not use them responsibly (i.e. repeatedly does not attend appointments).

Email Verification

If you have a primary email address that is verified by the practice you can receive the letter (PIN document) via email. This will save you having to come back to the practice to collect a printed version of the letter (PIN document). Once you receive the email please keep the contents secure and safe.

Repeat Prescriptions and Booking Appointments

Medications – If you are taking medications and your GP has put them on repeat you can order them online. Please order them at least a week before they are required

Appointments- We try to offer as many bookable appointments as possible via on line but you will only be able to book appointments with your usual GP, registrars or locums. ONLY GP appointments can be booked online.

How do I reset my PIN document?

If you are having problems signing in to our online service via the practice website www.oldcoulsdonmedicalprac.co.uk and your PIN which is contained in the letter you will receive is not working please come to reception where we can reset it for you and provide further assistance if required

Important

You do not have to use the online services. It is your choice!

Non-use of the online facility will not affect in anyway your treatment or your relationship with the practice. You can continue to use all the practice services in exactly the same way as before.

On line services are available to patients who wish to use them and are available to improve access to services offered by the practice.