



Adam House and Hillside

ON-LINE PATIENT SERVICES



Did you know that you don't have to wait on the phone to speak to the surgery?

On-line services are free to use and are just another way of contacting your surgery.



You can choose to:

- Book and cancel appointments with your doctor or nurse online when it suits you. The surgery has set up which appointments can be booked online.
- Order repeat prescriptions online. Some patients have found that they save money, and time, as they don't need to make a special trip to their surgery to order repeat prescriptions.
- Look at part of your GP records online. You can look at your records whenever you want, even from the comfort of your home, and find answers to questions you may have without ringing your doctor.
- Online services are free to use and are just another way of contacting your surgery. You can still ring them or go to your surgery in person as you do now. But it is not hard start using online services.

All you need to do is:

1. Go to the surgery and ask for a form.
2. Take some form of photo ID and proof of address, for example, a passport, or a driving licence and a council tax or energy bill.
3. If you do not have any ID and are well known to your surgery, a member of staff may be able to confirm your identity.
4. Your surgery will then give you a letter with your unique username and password. It will also tell you about the website where you can login and start using online services.
5. You can also use an app on your mobile phone or tablet to make or cancel appointments, get a repeat prescription or view some of your medical records.

