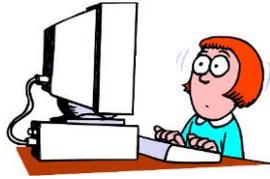


# THE WELLBRIDGE PRACTICE



## Getting started with GP Online Services

**Did you know that since April 2015, you don't have to wait on the phone to speak to the Practice?**

Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app.

You can choose to:

- **Book and cancel appointments** with your doctor or nurse online, when it suits you. Your surgery will choose 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 the 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 the surgery. You can still ring us or come to the surgery in person like you do now. You can also still request your full printed records from the surgery. There will be a charge for this.

### How to sign-up for online services

It is not hard to start using online services. We will need to check who you are to make sure you only see your record and not someone else's. Just like your bank or the post office when you pick up a parcel, we want to protect your records from people who are not allowed to see them. The steps below explain how this works.

1. Tell us you would like to start using online services.
2. We will give you a short form to fill in and sign to confirm you agree with the information on the form.
3. We will then check you are who you say you are. We will do this in one of three ways: Photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement.

If you do not have any ID and are well known to the surgery, a member of staff may be able to confirm your identity.

If you do not have any ID and are not well known to the surgery, we may ask you questions about the information in your GP record to confirm the record is really yours.

# THE WELLBRIDGE PRACTICE

4. We will then give you a letter with your unique username and password. It will also tell you about the website where you can log in and start using online services.

When you ask us to register you for online services, we might discuss with you why you want to use these services. For example, if we think your record may be seen by someone who shouldn't see it, we might decide to give you access to book appointments or order your repeat prescriptions only. If we don't think it is in your interest to use GP online services, we will discuss our reasons with you.

## **If you forget your login details**

If you lose or forget your login details, go to the website and click the 'forgotten details' button, then follow the instructions. If this doesn't work contact the surgery.

## **Things to remember**

No one should force you to share your username, password or GP records. You have the right to say no. If someone asks to see your records and you don't want them to, tell the surgery as soon as you can.

You can choose to stop using online services at any time by telling us at the surgery.

If you change surgeries, you will need to register again for online services at your new surgery.

## **Learn how to use the internet**

*There are a lot of places where you can learn how to use the internet. Many are provided by local authorities, colleges and charities. A good place to start is your local library, but there are many others where you can learn for free, such as*

- *UK online centres which help people learn how to use the internet and manage their health online. For more information and to find your nearest local venue, please go to <http://www.learnmyway.com/> or ring 0800 77 1234.*
- *Age UK helps older people get online. For more information and to find your local Age UK centre please go to [www.ageuk.org.uk](http://www.ageuk.org.uk) or call Age UK Advice on 0800 169 6565.*
- *Digital Eagles at Barclays Bank run sessions to teach people how to use the internet. Call into your branch and ask to talk with their Digital Eagle or book onto a 'Tea and Teach' session. Information is also available on their website <http://www.barclays.co.uk/DigitalEagles/P1242671738729>.*
- *Learn how to use GP Online Services*  
*If you already know how to use the internet, you can take a short course on how to start using GP services online at <http://www.learnmyway.com/what-next/health>.*