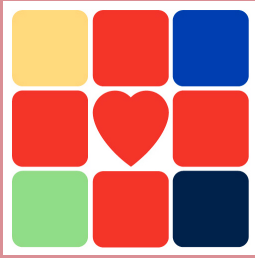
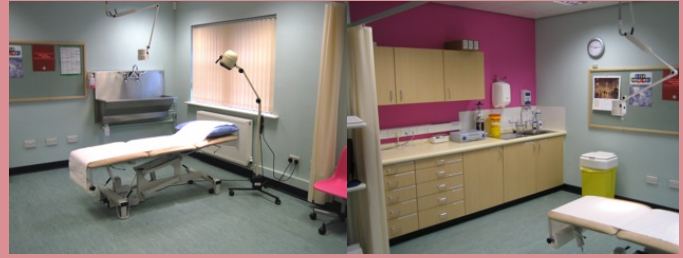


Charnock Health Newsletter



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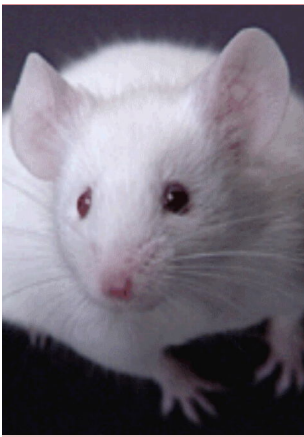


www.charnockhealth.nhs.uk

Spring 01 2014

Charnock Health Primary Care Centre

Welcome to our regular newsletter, now available online as well as in surgery.



Patient Access service available now for online repeat prescriptions and appointment booking

From now on patients registered with Charnock Health will be able to book appointments and order their repeat prescriptions using their computer, tablet or smartphone.

For several years we have offered an email repeat prescription service. Our new computer system now allows registered patients to see what repeat medications are authorised in their notes and simply click on them to send a prescription request online. The new system is called **Patient Access** and is easier to use, more efficient and more secure than the old one.

How do I use the new system?

To register for the new system you need to collect a printed code number from surgery. Please come in person and bring some proof of identity with you. A passport or driving licence is ideal, but a credit card with your name on it or a utility bill addressed to you is also fine. Once you have your access code you can go to the **Patient Access** registration page through our website - www.charnockhealth.nhs.uk. There are links to it on both the "Appointments" page and the "Prescriptions" page. Registration is simple. You will need to devise a password and some security questions.

I'm using the old system just now do I need to change immediately?

No, the old system will remain in operation until the end of May 2014, but we do recommend that you register with the new system as soon as it is convenient for you. This will avoid any problems when the old system is turned off.

How can I book appointments online?

Patients who are registered with **Patient Access** service are also provided an opportunity to book and cancel doctors appointments online. The same website will take you into our practice appointments system and show you what appointments are available. You can then book an appointment with a single click. If you later need to cancel the appointment you can easily go back and do this.

Do I have to be at home on my computer to use this service?

No, you can use this service from any computer which can connect to our website. Those of you with smartphones and tablets can download the free **Patient Access** app for either Apple or Android devices.

What do I do now?

Come up to surgery with some identification and we give you your code number

•
Go to www.charnockhealth.nhs.uk and follow the links to **Patient Access**

•
Use your code number to set up a password protected account

•
Use your mouse to point and click for online prescriptions and appointments!

Important!

If you book an appointment online please remember to cancel it if you later find you no longer need it

What other services will be available online?

Over the next year we will be developing other online services for our patients. We are currently looking at ways of reminding people of appointments either by email or text. We also hope to be able to offer you the chance to update personal information such as addresses and telephone numbers online.

In the future you will be able to see your test results online and eventually it is proposed that parts of your medical records will be available to view. We feel that this is a useful service, but we need to be sure that any system displaying patient information is safe and secure before we will do this.