Patrick Clarke

Practice Manager
Northcote Surgery

Patient Access

- What is it?
- Why would you want to have it?
- Configurable?
- How it works?
- Advantages?
- Learning Points?

thank you for calling, your call will be answered as soon as possible...

Patient Access - Overview

What is Patient Access?

With Patient Access, you can now access your local GP services at home, work or on the move — wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service you can do this in your own time, day or night.

- **Book/cancel an appointment.**
- **Order repeat prescriptions.**
- **Change your mobile number/ email.**

English system (slightly different) allows patients to view medical record and send secure messages etc.

Before going live!

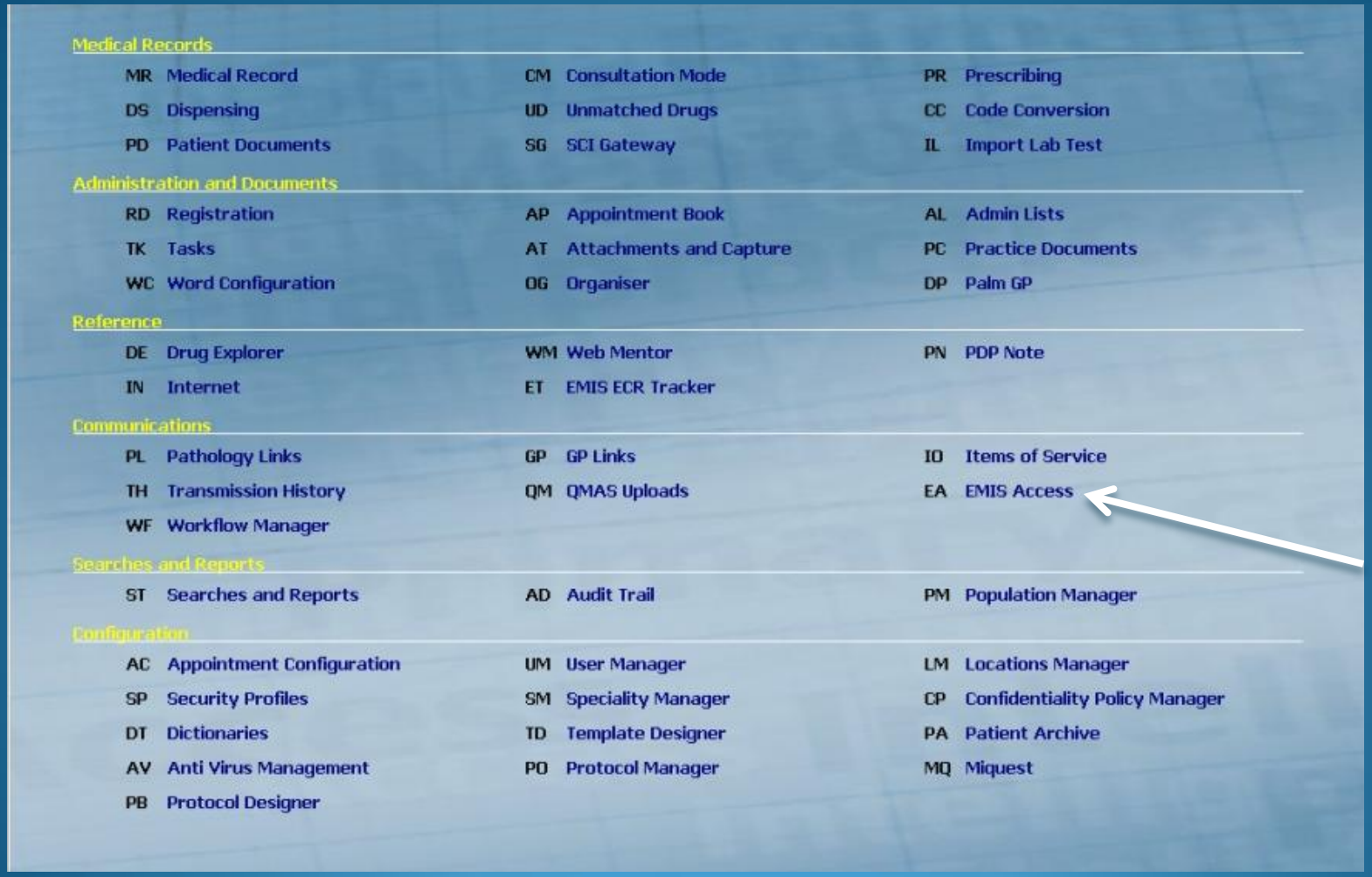
- Review emis help guides – contact local support if required.
- Make sure your system is activated.
- Contact a neighbouring practice if already live.
- Discuss with the entire team pros & cons.
- Think about the appointments that will be available.
- Think about terms & conditions.
- Advertising.
- Pilot and tweak.
- Roll out.

Time to get started…

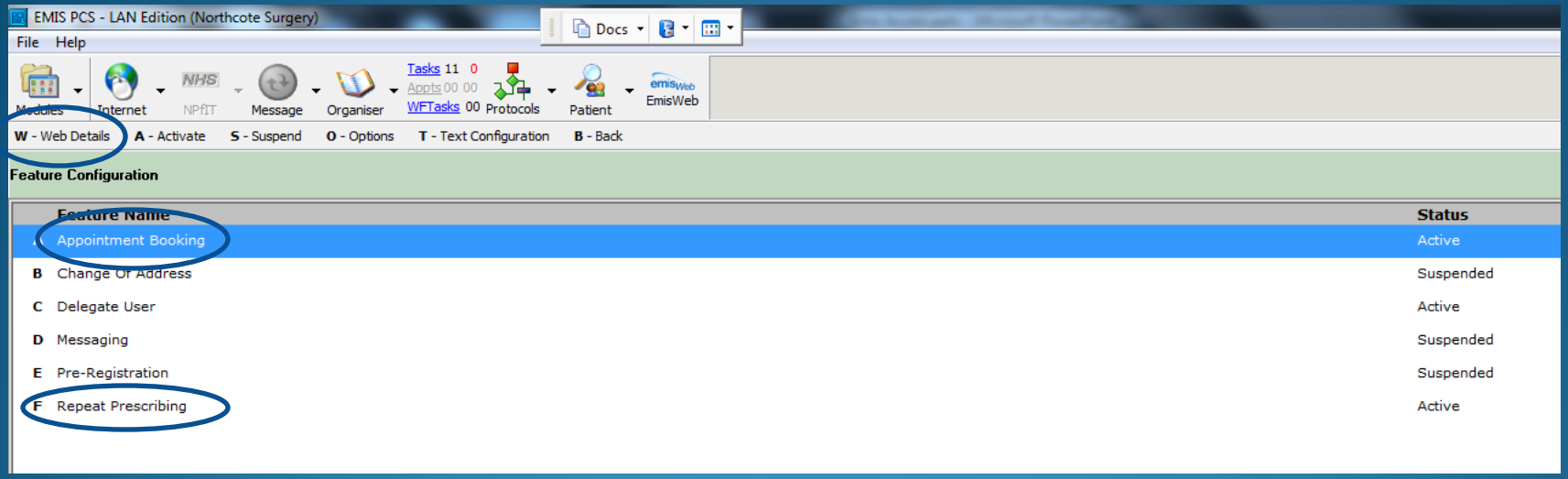
Don’t start like this

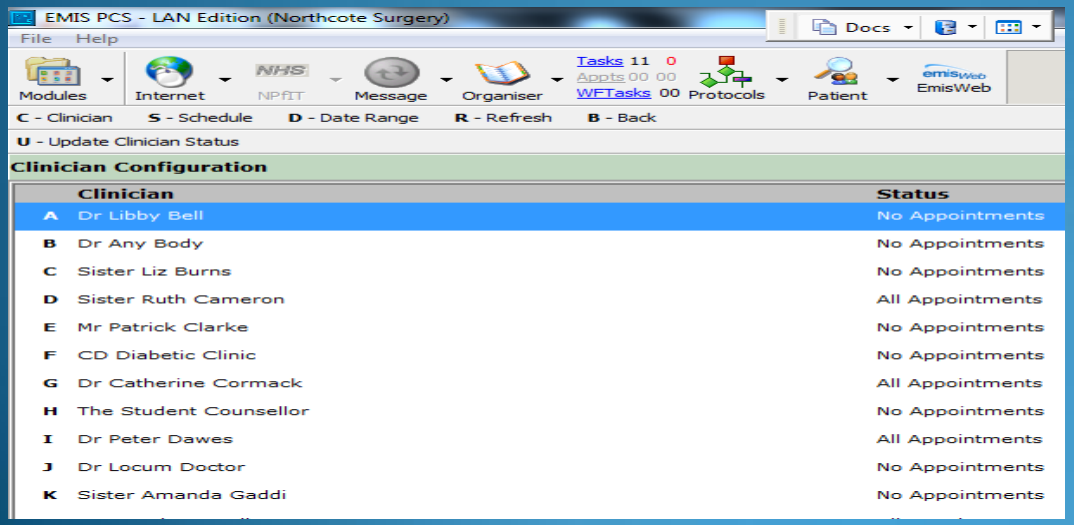
Be more Zen

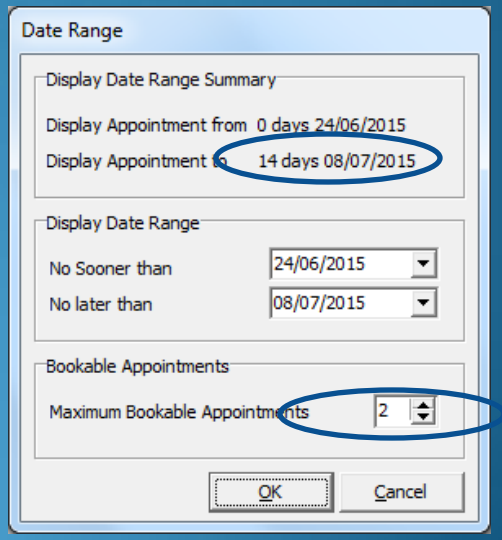
Main Screen


Medical Records
MR Medical Record
CM Consultation Mode
PR Prescribing
DS Dispensing
UD Unmatched Drugs
CC Code Conversion
PD Patient Documents
SG SCI Gateway
IL Import Lab Test
Administration and Documents
RD Registration
AP Appointment Book
AL Admin Lists
TK Tasks
AT Attachments and Capture
PC Practice Documents
WC Word Configuration
OG Organiser
DP Palm GP
Reference
DE Drug Explorer
WM Web Mentor
PN PDP Note
IN Internet
ET EMIS ECR Tracker
Communications
PL Pathology Links
GP GP Links
IO Items of Service
TH Transmission History
QM QMAS Uploads
EA EMIS Access
WF Workflow Manager
Searches and Reports
ST Searches and Reports
AD Audit Trail
PM Population Manager
Configuration
AC Appointment Configuration
UM User Manager
LM Locations Manager
SP Security Profiles
SM Speciality Manager
CP Confidentiality Policy Manager
DT Dictionaries
TD Template Designer
PA Patient Archive
AV Anti Virus Management
PO Protocol Manager
MQ Miquest
PB Protocol Designer

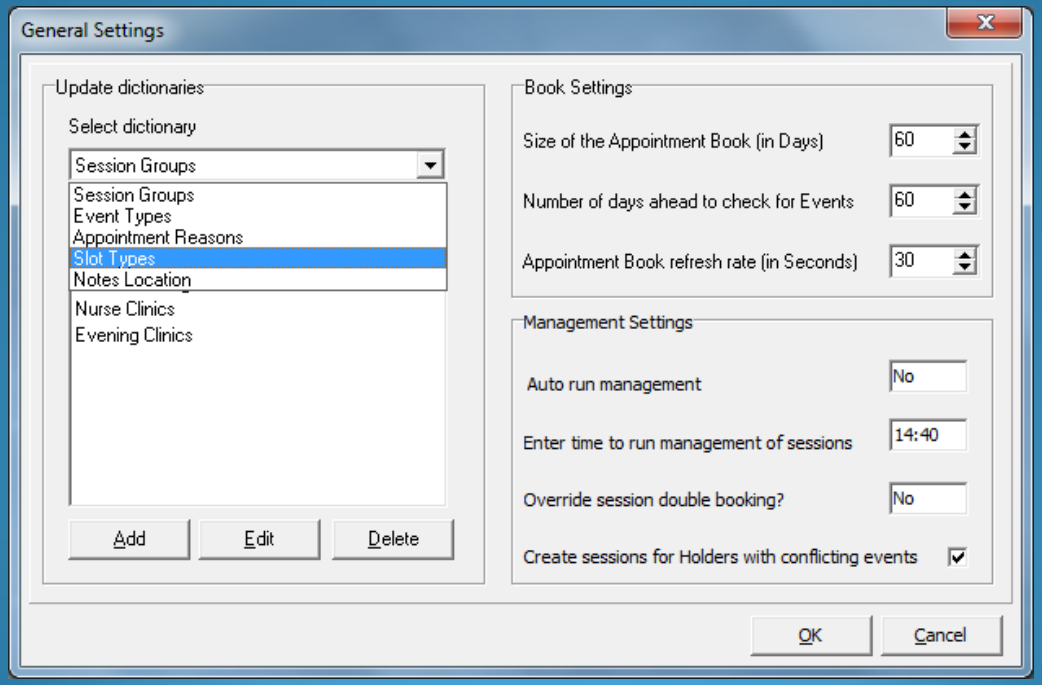
Configurable





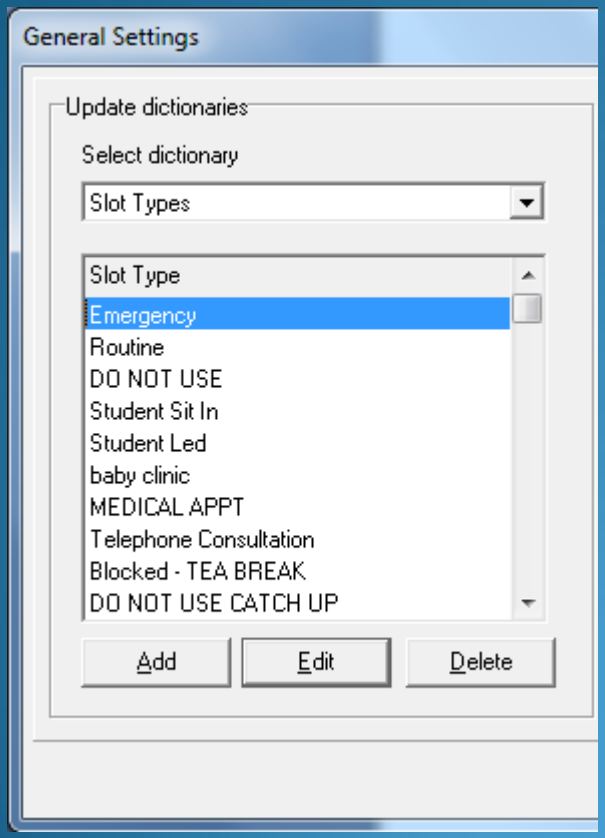


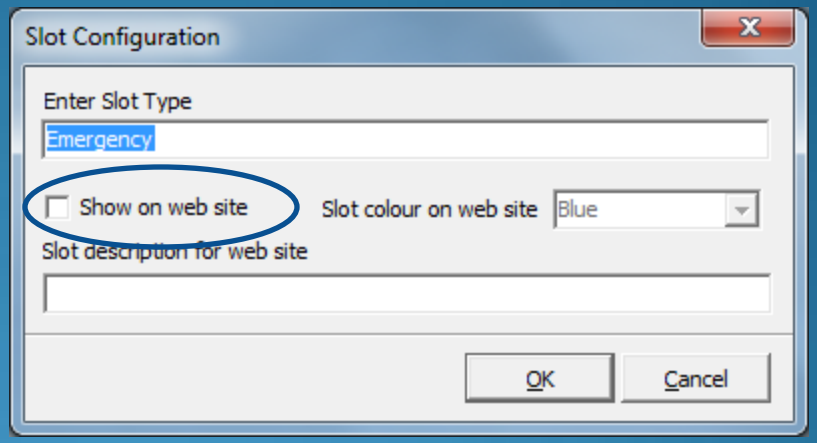
Configurable – Appt's

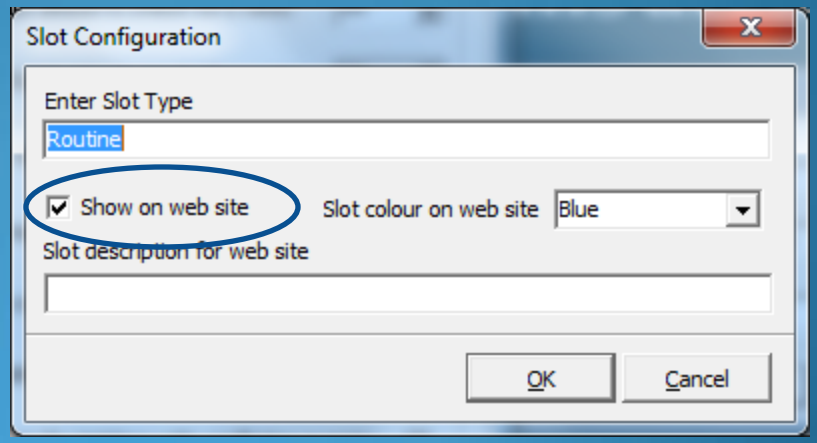


Configurable – Appt's

Spend some time on this area!







Introducing Patient Access to Patients

- Advertising
  - Posters
  - Text Alerts
  - Website
  - Stickers on prescriptions
  - Practice leaflet
  - Change greeting messages on phone system
- Pilot the service
- Staff Training

Introducing Patient Access to Patients Advertising

ONLINE APPOINTMENTS & PRESCRIPTIONS

emisaccess

Emis Access allows you to manage routine appointments online using your PC, laptop, tablet or smart phone. Now you can also order repeat medication using this service.

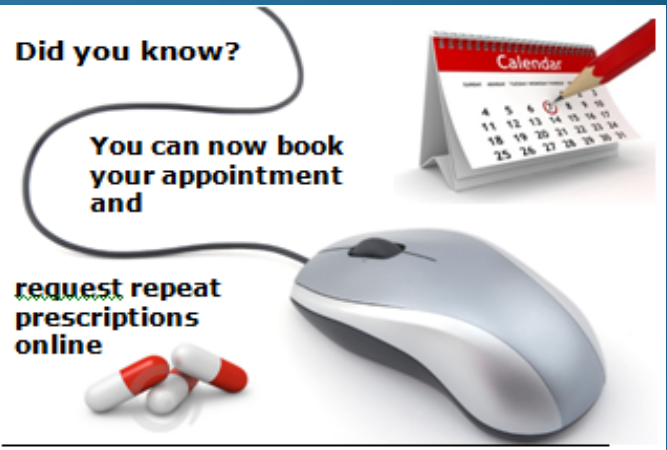
If you require another type of appointment (emergency/nurse/telephone) or special request item on prescription please call the surgery as normal.

If you have already registered for our online services you can simply log into your account and start using the repeat prescription service.

If you have an iPhone or android you can download the app called **Patient Access** and manage your appointments/prescriptions on the go.

Patient access

If you are interested in registering for this service please speak to a member of staff at reception (*Terms and Conditions apply*)

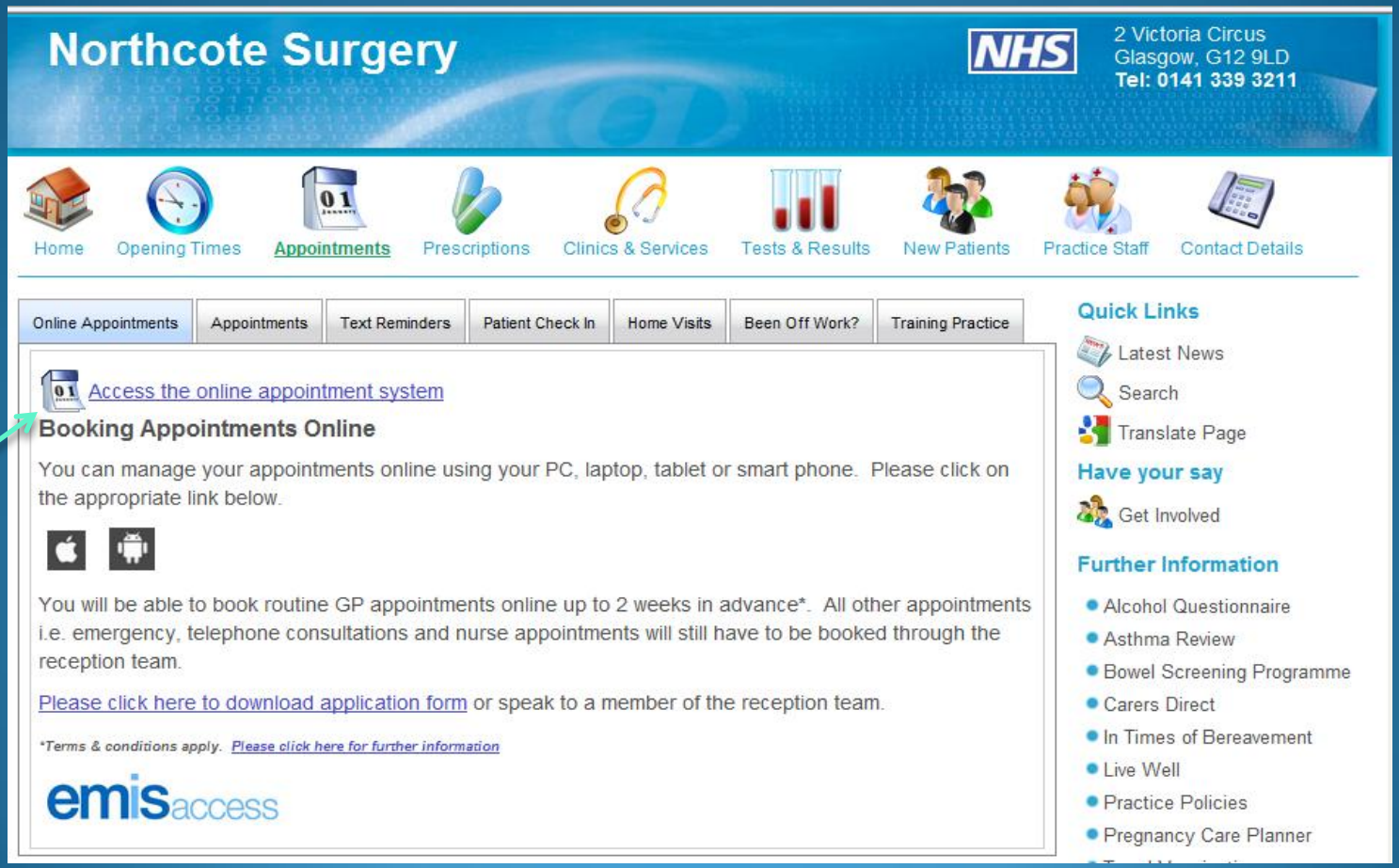


We are pleased to announce that Northcote Surgery now offers an online facility for you to book appointments and to request your repeat prescriptions.

Online Appointments
You can book routine GP appointments online up to 2 weeks in advance. All other appointments i.e. emergency, telephone consultation and nurse appointments will still have to be booked through the reception team.

Online Prescriptions
You can also order your repeat medication when it is due for renewal. If you require any other items or wish to discuss a change to medication please call the surgery as normal. Please allow 24 hours for the team to process your request. **Please note that not all prescriptions are available on repeat - some items remain on special request due to GP monitoring.**

Web Page


Northcote Surgery
NHS
2 Victoria Circus
Glasgow, G12 9LD
Tel: 0141 339 3211
Home
Opening Times
Appointments
Prescriptions
Clinics & Services
Tests & Results
New Patients
Practice Staff
Contact Details
Online Appointments
Appointments
Text Reminders
Patient Check In
Home Visits
Been Off Work?
Training Practice
Access the online appointment system
Booking Appointments Online
You can manage your appointments online using your PC, laptop, tablet or smart phone. Please click on the appropriate link below.
You will be able to book routine GP appointments online up to 2 weeks in advance*. All other appointments i.e. emergency, telephone consultations and nurse appointments will still have to be booked through the reception team.
Please click here to download application form or speak to a member of the reception team.
*Terms & conditions apply. Please click here for further information
emisaccess
Quick Links
Latest News
Search
Translate Page
Have your say
Get Involved
Further Information
Alcohol Questionnaire
Asthma Review
Bowel Screening Programme
Carers Direct
In Times of Bereavement
Live Well
Practice Policies
Pregnancy Care Planner

Application Form and T&C's

EMIS Access Application Form

Patient to complete

Name:	
D.O.B:	
Address:	
Tel No:	
Mob No:	
Practice Guidance read and understood:	Delete as appropriate Yes/No

Surgery Staff Only

Proof of ID given e.g passport, bank card, driving license:	Yes/No
Identity confirmed:	Yes/No Signed

I have understood and will adhere to the Practice Guidance for the use of EMIS Access. I understand that failure on my part to adhere to the guidance may result in my EMIS Access registration being terminated. I understand that this will in no way affect my registration with the practice.

Signed_____

Date_____

Our Practice Guidance for EMIS Access

Dear Patient

Before you begin to use EMIS Access we would appreciate it if you could read the following guidance regarding the booking of appointments and ordering prescriptions online. Please keep this page of the document for your own reference.
EMIS Access is for routine appointment booking only. If you require an emergency appointment please contact the surgery by telephone, the on call duty doctor will call you back to triage the emergency and allocate a suitable appointment if necessary.

Reasons for Appointment
We would ask that you enter a reason for your appointment in the box provided when booking an appointment. This gives us the opportunity to ensure that it is appropriate for you to see the doctor rather than a nurse. Please be assured that all details entered are secure and cannot be intercepted. Our practice has a strict confidentiality policy.

Missed Appointments
Please let us know if you will be unable to attend an appointment that you have booked online. Either contact us by telephone to cancel it or cancel it online. This will allow us to offer the appointment to another patient. We realise that there are valid reasons for not attending, however we will be monitoring such occurrences on a regular basis.
If you miss an appointment we will remove your facility to use EMIS Access, however you will still be able to book appointments with our receptionists.

Nurse Appointments
Due to the nature of nurse's appointments we are unable to offer them online at the moment.

Doctors Appointments
Please ensure that you book the appointments appropriately. If you are unsure as to whether it is appropriate for you to see a nurse or a doctor please contact us by telephone. If you feel that you do not need to see the GP but would benefit from a 5 minute telephone consultation this is also available on request by telephone to the surgery.

There is a Minor Illness clinic lead by one of our nurses who can help to assist with a number of problems. Please visit http://www.northcotesurgery.com/minor_illness.aspx for details.

Repeat Prescriptions
This application allows you to order repeat medication only, any other medication should be ordered through the reception team as normal (please bare in mind not all types of medication are available on repeat).

- Log into your Access account and scroll down to the Repeat Prescriptions.
- Select 'Make a request' and you will see a list of your current repeat medications which you can select from. There is also a comment box underneath where you can type any messages you have relating to the medication. You can also use this to enter the chemist name that collects on your behalf.
- Click 'Submit request', check the details are correct and then select 'Confirm'. **Please allow 24 hours for staff to process your request.**
- Log into your account and scroll down to Repeat Prescriptions again where you can check the progress of your request.
- If the request has been accepted your prescription will be available for collection at the surgery around 3pm the following working day from date of order or at your regular chemist.
- If the request has been declined by the GP there will be a comment as to the reason why. This could by because the medication is not due for renewal or the GP may wish to see you for review before the medication will be issued. If this is the case please book an appointment online or call the surgery.

Inappropriate Use
We will be monitoring the use of this service and we are sure that you will find it most useful. If however, we find that any users are abusing the service, we will revoke your access to the service and you will have to liaise with our reception team for services.

Please note access to this service can be withdrawn at any point without notice.

Patient access

Registration information for: Forenames Surname

Please keep this form safe until you have registered your account and then destroy it. In the event that this form is lost or stolen before completing the registration process, please contact your practice immediately so that they can generate a new one for you.

Enter the information exactly as it appears on this letter, or registration will not be accepted.

How to register

Before you can use your Patient Access account you will need to register the account. The steps below will guide you through the process.

Go to Web Address

Click on **Appointments**

Select Online Appointments

Click the link 'Access the online appointment system'

Click on the green 'Registration' button then follow the registration process

Answer **yes** to the question *'Have you received a registration letter from your practice?'*

Enter the **registration details** shown below and click next.

PIN	Web Pin number
Practice ID	Web CDB number
Access ID	Web Access ID
Your CHI Number	CHI Number

Enter your surname, date of birth and choose a **password**. You will use this password to sign in. Click next.

Enter your **contact details** (optional) and choose some **security questions**. Click next.

You have now successfully registered. Note down your **User ID**, you can now use this to sign in along with your chosen **password**.

How to sign in

Once you have registered for the service you can then sign in. You will need to enter the following information each time you use the service:

User ID (given to you at the end of the registration process)

Password (chosen by you during the registration process)

If you forget your sign in details

You can use the Forgotten Password and Forgotten User ID features to help recover your details. Please note: Your practice must have your e-mail address and mobile number stored to use these features. You can also add these during the registration process and after signing in.

Alternatively you can contact your practice to generate a new letter for you. With the new letter, you will need to **follow the whole registration process again**, before signing in with new details.

The pin document can be used with the following service provider(s):
Patient Access Providers

Please note that the pin will expire after: PIN Expiry Date

Read Codes

We created read codes for search purposes:

- Registered For Patient Access
- DNA Patient Access Appointment
- Patient Access Suspended

Using Patient Access

Home

Patient access

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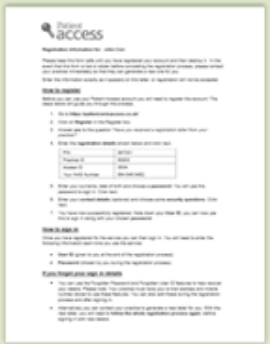
Welcome to Patient Access

Patient Access lets you use the online services of your local practice. These may include arranging appointments, repeat medication, secure messages, medical record and updating your details.

Register

Have a letter from your practice?
Click "Register" and enter the details.

No letter but would like an account?
Click "Register" to see if Patient Access is available to you.



Register

Sign in

? Help

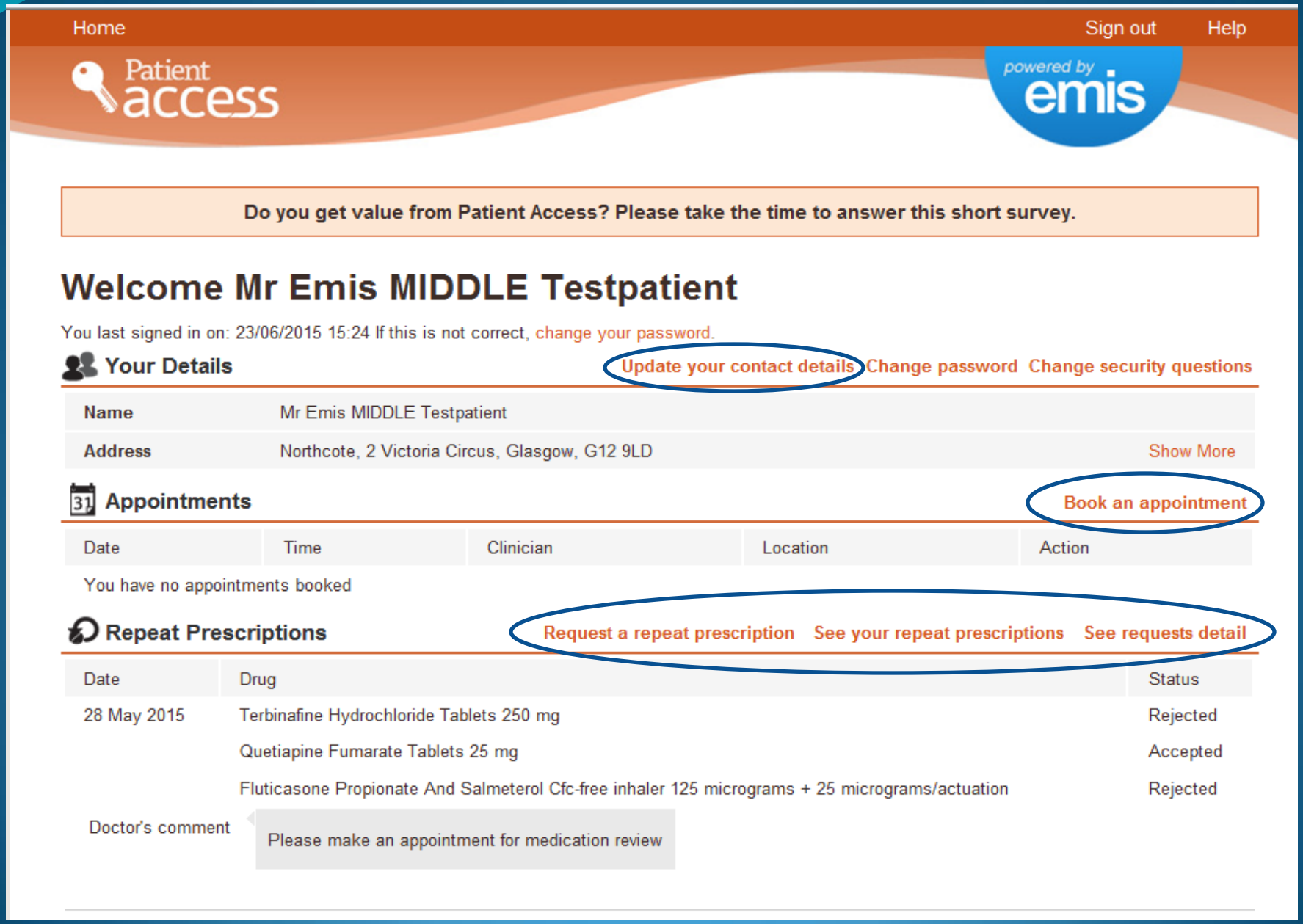
User ID — Get my User ID

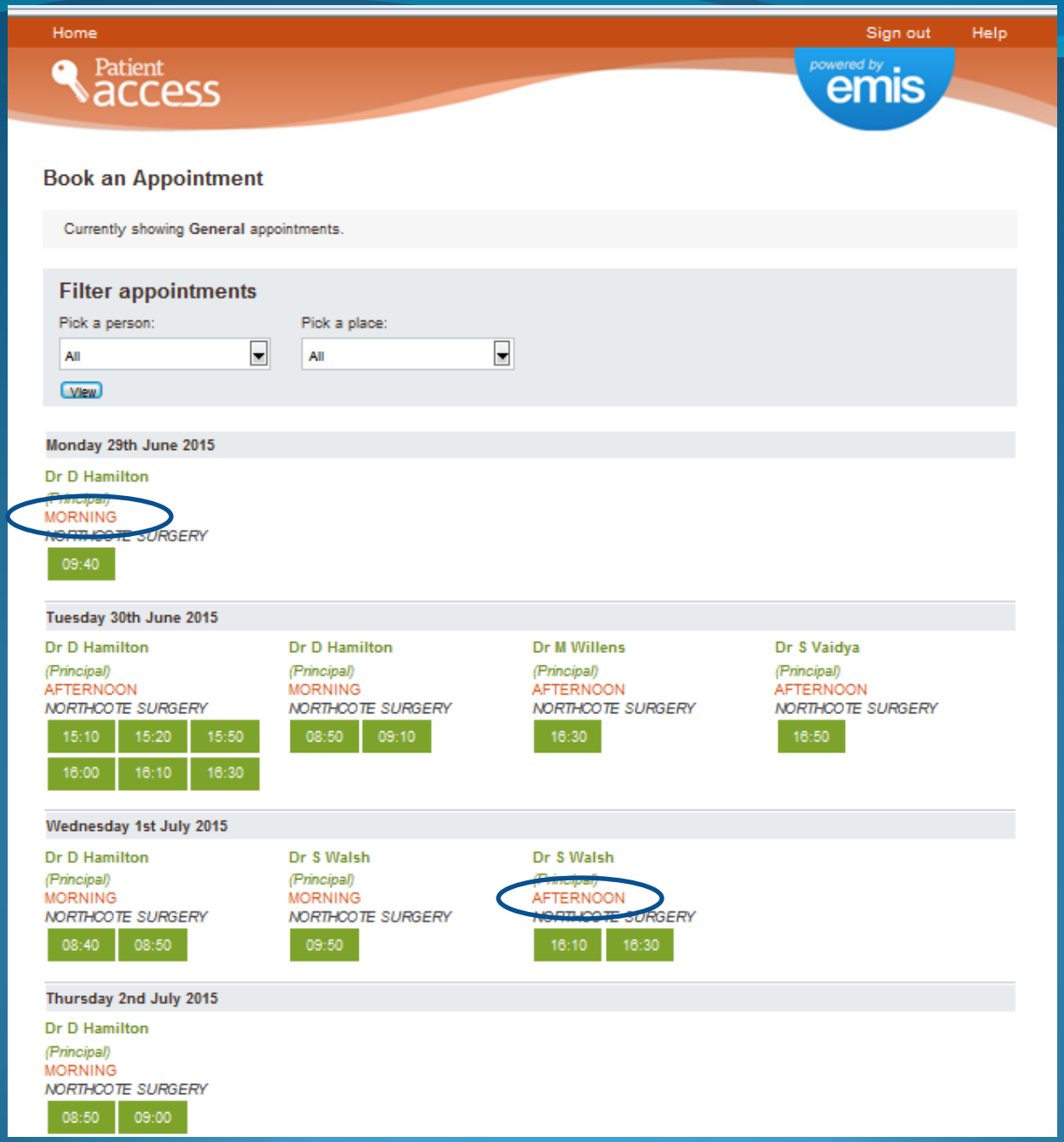
Password

I forgot my User ID or Password

Remember my User ID

Sign in


Home
Sign out
Help
Patient access
powered by emis
Do you get value from Patient Access? Please take the time to answer this short survey.
Welcome Mr Emis MIDDLE Testpatient
You last signed in on: 23/06/2015 15:24 If this is not correct, change your password.
Your Details
Update your contact details
Change password
Change security questions
Name
Mr Emis MIDDLE Testpatient
Address
Northcote, 2 Victoria Circus, Glasgow, G12 9LD
Show More
Appointments
Book an appointment
Date
Time
Clinician
Location
Action
You have no appointments booked
Repeat Prescriptions
Request a repeat prescription
See your repeat prescriptions
See requests detail
Date
Drug
Status
28 May 2015
Terbinafine Hydrochloride Tablets 250 mg
Rejected
Quetiapine Fumarate Tablets 25 mg
Accepted
Fluticasone Propionate And Salmeterol Cfc-free inhaler 125 micrograms + 25 micrograms/actuation
Rejected
Doctor's comment
Please make an appointment for medication review


Home
Sign out
Help
Patient access
powered by emis
Book an Appointment
Currently showing General appointments.
Filter appointments
Pick a person:
All
Pick a place:
All
View
Monday 29th June 2015
Dr D Hamilton
(Principal)
MORNING
NORTHCOTE SURGERY
09:40
Tuesday 30th June 2015
Dr D Hamilton
(Principal)
AFTERNOON
NORTHCOTE SURGERY
15:10 15:20 15:50
16:00 16:10 16:30
Dr D Hamilton
(Principal)
MORNING
NORTHCOTE SURGERY
08:50 09:10
Dr M Willens
(Principal)
AFTERNOON
NORTHCOTE SURGERY
16:30
Dr S Vaidya
(Principal)
AFTERNOON
NORTHCOTE SURGERY
16:50
Wednesday 1st July 2015
Dr D Hamilton
(Principal)
MORNING
NORTHCOTE SURGERY
08:40 08:50
Dr S Walsh
(Principal)
MORNING
NORTHCOTE SURGERY
09:50
Dr S Walsh
(Principal)
AFTERNOON
NORTHCOTE SURGERY
16:10 16:30
Thursday 2nd July 2015
Dr D Hamilton
(Principal)
MORNING
NORTHCOTE SURGERY
08:50 09:00

Your Repeat Medication

Select the medicine(s) you want to request by ticking the check box. Add a message related to the request if required and click the "Submit Request" button.

You can search for information on each item by clicking the icon. This will open in a new window. This information is taken from www.patient.co.uk where you can find information on medicines and other medical topics.

Select	Drug	Details	Last Issued
☒	Fluticasone Propionate And Salmeterol Cfc-free inhaler 125 micrograms + 25 micrograms/actuation	2 INHALER - TWO PUFFS TO BE INHALED TWICE A DAY	29 Oct 2014
☐	Paracetamol Tablets 500 mg	100 TABLET - TWO TO BE TAKEN EVERY FOUR TO SIX HOURS WHEN REQUIRED (MAXIMUM OF 8 IN 24 HOURS)	20 Oct 2014
☒	Quetiapine Fumarate Tablets 25 mg	60 tablet - 2 NOCTE FOR 5/7 INCREASING EVERY 5/7 BY 50MGS UNTIL TAKING 150MGS NOCTE	10 Oct 2014
☐	Salbutamol Cfc-free inhaler 100 micrograms/puff	1 inhaler - 1-2 PUFFS PRN	21 Oct 2014
☐	Terbinafine Hydrochloride Tablets 250 mg	14 TABLET - 1 DAILY	21 Oct 2014

Enter the name of the location where you'd like to pick up your prescription.

CHEMIST

You may include a message relating to your request.

If you need to request something that is not listed above, contact your practice.

The only characters allowed are numbers, letters, full stops, commas and apostrophes.

I want it on Sunday

Maximum characters 150. You have 150 characters left.

Home Sign out Help

Patient access

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Prescription request confirmed

Your prescription request has been confirmed. Your Doctor will look at your request and update the status as below:

- Requested - waiting for the practice to process.
- Rejected - contact your practice for the reason.
- Accepted - the request has been approved. Please allow up to 2 working days before collection. Check with your surgery for specific collection times

Please check back online for updates on the status on your prescription request.

Go to homepage

Do you get value from Patient Access? Please take the time to answer this short survey.

Welcome Mr Emis MIDDLE Testpatient

You last signed in on: 28/05/2015 15:28 If this is not correct, change your password.

Your Details

Update your contact details Change password Change security questions

Name	Mr Emis MIDDLE Testpatient
Address	Northcote, 2 Victoria Circus, Glasgow, G12 9LD Show More

Appointments

Book an appointment

Date	Time	Clinician	Location	Action

You have no appointments booked

Repeat Prescriptions

Request a repeat prescription See your repeat prescriptions See requests detail

Date	Drug	Status
28 May 2015	Terbinafine Hydrochloride Tablets 250 mg	Rejected
	Quetiapine Fumarate Tablets 25 mg	Accepted
	Fluticasone Propionate And Salmeterol Cfc-free inhaler 125 micrograms + 25 micrograms/actuation	Rejected

Doctor's commen: Please make an appointment for medication review

Pros

- Can be accessed on the go – PC, laptop, tablet or smart phone.
- Patient can feel empowered/more in control of their appointments and medication.
- Can order/ make appointments 24 hours a day.
- Patient can add comment when ordering prescription i.e. chemist/ special request/ check status.
- Safer – no mishearing of medication requests on answering machine/ telephone call.
- Patient can update contact details mobile number /email.
- Less incoming calls to surgery.
- Free up reception time.
- It is not a burden to use.
- Training does not take long.

Pros

Cons

- Setup process takes time – appts to be shown/ check regularly for new slot types.
- Patient can only view and book routine GP appointments (depends on practice).
- Only repeat medication is displayed for ordering.
- Some patients are unaware of the acute/repeat prescribing system and assume that all medications are repeats and should be available online.
- The comment box in prescribing module can be misused if patients enter text not relating to repeat medication.

Statistics

- 400 patients registered for Patient Access.
- Average 20 appointments made per week.
- Average 30 prescriptions ordered per week.
- Figures increasing slowly.

Helpful Resources

https://www.emishealth.com/products/patient-access/

Posters, flyers

See Library in emis documents:

TH349 PCS Configuring Patient Access

TH970 PCS Scotland Patient Access Repeat Prescribing

Questions?