

GP Online Services Frequently Asked Questions

General Access

Q: Do I have to use GP online services?

A: No – patients do not have to use GP on-line services; it is simply another way of accessing the surgery to book appointments, view your medical record and test results and request repeat prescriptions. The advantage of this is that you can do this at any time of the day that is convenient to you.

Q: Can I use this service to only request repeat prescriptions or book appointments, as I prefer not to see my medical records?

A: Yes – we can disable your access to your medical records if you prefer. Simply make this clear at the top of the registration form by stating “DO NOT WISH TO SEE MEDICAL RECORDS”

Q: Password – what do I need to do if I have forgotten my password?

A: We cannot reset your user password. You will need to do this via Patient Access or Evergreen; there is a “forgotten logon/password” button on the sign in page.

Q: Can I set up access for my children?

A: Yes, however you will not be able to view their medical records (see Q below under Medical Records). However when they turn 16 their access will be disabled and they will need to re-register with us for adult access, which will include being able to view their medical records.

Q: Which website/app should I use to access GP Online Services, as I have been given a choice of three?

A: We have no control over the website options offered to patients by the NHS, however as a Practice we are recommending our patients use either Patient Access or Evergreen E-life.

Appointments

Q: What types of appointments are bookable online?

A: Currently only routine GP appointments are available to book online, however in the upcoming weeks we will be adding some nurse appointments too: smear tests, asthma reviews and INR’s.

Prescriptions

Q: Can I request all of my medication online?

A: You can only request medication online that is listed as a “repeat” on our systems.

Medical Records

Q: Can I see my children's medical records online too if they are registered for this service?

A: Parents are not able to see their children's medical record online. (However if you have a strong case to be able to do so, we can seek permission from their named GP to enable this and switch it on.)

Q: What if I notice incorrect information on my medical records?

A: Should you notice any information which you believe to be incorrect on your online medical records, please put details of this in writing to us at the practice stating your name, date of birth and what is incorrect. If you have any paperwork to support the correction required please include this. We will investigate the discrepancy and make any changes to the record where necessary and inform you once this has been done. Please be aware this process may take some time.

Patient Access New Version

Q: Why can't I sign in using my email address?

A: The first time a patient signs in to the new version, they MUST use their user ID and password. They can then confirm their email and account details, using the message on the homepage, and use their email to sign in, in future.

Q: Does each patient need to have an individual email address?

A: Every patient, when registering as a NEW Patient Access user, requires a unique email address. In terms of existing patients, they will still be able to sign in with their user ID and password if they wish. They do not have to record an email address, and can simply ignore the "confirm your account details" message. So essentially, existing users should continue using their User ID and password, or get a unique email address which can then be successfully recorded.

Q: Under Medical Record, why are some patients unable to view their repeat medication?

A: When a patient first accesses Medical Record > Medications, the default tab is set to acute. If they select the Repeat tab at the top of the screen they will be able to view, and order, repeat medication.