

PRACTICE POLICY FOR ONLINE APPOINTMENT BOOKING (revised 07.09.22)

Before you begin to use the online booking service, please read the following and attached patient consent regarding the booking of appointments using Patient Access.

A document containing your registration details will be sent to you once the Practice receives your signed consent form. Please keep this document safe as you will need the details to register with Patient Access Online.

When registered you will be able to:

APPOINTMENTS

- Find available routine doctor appointments
- Book new appointments. Appointments may be booked up to a maximum of 28 days ahead
- View appointments you have already booked online
- Cancel appointments

Doctors' Appointments:

Please ensure that you book your appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor, contact us by telephone. Whilst we will do what we can for you to see the doctor of your choice, this may not always be possible due to unforeseen circumstances, for instance if the doctor is on sick leave or annual leave. Please note a routine appointment with a doctor is a single appointment. If you feel that you will need longer than the routine time for your consultation, please ring the surgery on 733322 to book your appointment with one of our receptionists.

Please note that all specialist clinics and appointments with the Nursing team are not available to book online.

Missed Appointments:

If you are unable to attend your appointment, please let us know as early as possible. You may cancel it online or telephone us. This will allow us to offer the appointment to another patient.

We will be monitoring missed appointments on a regular basis. If you miss an appointment more than twice in one year we will remove the facility for you to use online booking but you will still be able to book appointments with our receptionists.

Inappropriate Use:

We are sure you will find this online service useful. However, we will revoke your access to it if you abuse the service. For your access to be reinstated you must liaise with our admin team.

Examples of what we would consider inappropriate use are:

- Booking appointments and not using them more than twice a year
- Booking appointments for other family members using your name, with the exception of children under the age of 16

Appointments for Family Members:

Unfortunately the system is not flexible enough to allow you to book appointments for family members. Family members who wish to register for patient access must register individually (providing they are over 16). Acceptance of one family member does not imply acceptance of other family members.

Transferring Between GP Practices:

If you choose to transfer to a new GP surgery then you will need to apply to register for online services with your new Practice.

Cancelling Patient Access:

You can request to cancel your access to the online service by emailing the surgery on healthplus@healthplus@gpnet.je.

Patient Consent to Practice Policy

PLEASE PRINT

Patient Full Name: _____ DOB: _____

Address: _____

Mobile No: _____ Email: _____

Health Insurance No: _____ Newsletter/Update Option via
Email:
(please circle) YES NO

I have understood and will adhere to the Practice Policy for the use of online booking. I understand that failure on my part will adhere to the Policy may result in my online booking registration being terminated. I understand that this will in no way affect my registration with the Practice.

Signed: _____ Date: _____

Confirmation of your registration will be sent to you via your postal address.

Your Personal Information (Data Protection and Patient Privacy):

The information collected on this application form will be used by Health Plus Limited (hereafter the 'Practice') for the purpose of healthcare related services and Practice administration. Personal information we hold about you is processed for the purposes of 'Employment and Social Fields' (Article 8) 'Medical Purposes' (Article 15) and 'Public Health' (Article 16) of the Data Protection (Jersey) Law 2018. This may require your personal data including relevant details of your medical history, to be shared with other approved healthcare providers for the purpose of referrals and for other lawful purposes related to the Practice procedures. Further information on how we hold and process your data can be found in our Data Protection and Patient Privacy Policy.