

FOREST HEALTH GROUP

Introduction

The following Terms and Conditions apply to all patients who agree to sign up to "Patient Access".

Terms and Conditions

- To apply for online access to the Practice's clinical system, patients can either access "Patient Access" via our website – www.foresthealthgroup.co.uk or www.patient.co.uk or by contacting the practice directly. To complete the process, patients must sign and return the declaration and provide proof of identity (copy will be taken and stored in your medical record). Patients will be required to do this in person at reception.
- Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other / further family members.
- Applications from parents / carers of patients who are under 16 years old will be accepted. Access will be automatically removed on the patient's 16th birthday, or sooner if requested by the patient. Patients will need to submit their own application for online access once they reach their 16th birthday.
- Where access is granted, passwords will only be released direct to the patient (in relation to patients aged 16 years and over) or a parent (in relation to patients aged under 16 years old). Access details will not be disclosed to a third party. It is at the discretion of the patient as to whether they disclose their access details to others.
- Requests for re-issue of access log-in details will be via collection at the practice only and must be supported by proof of identity.
- Where access is refused, this will be in writing. A reason will only be given at the discretion of the Partners. Where a patient aged under 16 years old requests a change of password (perhaps to alter access), this will be granted at the discretion of the Partners.
- Patients with a history of non-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking. However, the remainder of the facilities will be considered.
- Appointments booked on-line are to be cancelled by the patient as soon as it is determined that it is no longer required.
- The Practice will not allow misuse of the on-line system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or recurs, access will be removed permanently and without further notice, at the discretion of the Partners.
- Repeat prescriptions may only be ordered where these appear on the repeat list, which is provided to patients on the right hand side of the last prescription issued. The request must match the repeat list exactly and must be due. Other items ordered or requested using this facility will not be actioned, and no contact will be made with the patient. Prescriptions ordered outside this guideline must be via the Surgery (telephone 01344 421364 or 01344 306613, Monday to Friday).
- Personal Information such as address, mobile and email details can be updated via this system. It is the responsibility of the patient to update the practice with this information. Personal Information Updating is subject to validation after submission. Any address change that is identified as being out of the practice boundary will result in a letter being sent to the patient advising of removal from the practice list. Approved access requests will be notified along with access instructions and a copy of these Terms and Conditions.