

# Northlands Surgery

[www.northlands-surgery.co.uk](http://www.northlands-surgery.co.uk)

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## **EMIS ACCESS INFORMATION SHEET**

Northlands Surgery offers EMIS Access, a secure online system that is integrated with our practice appointments system.

Through EMIS Access you can book or cancel appointments on-line.

To use the online facilities, you simply log into the EMIS Access website (accessible through the appointments section of our website at [www.northlands-surgery.co.uk](http://www.northlands-surgery.co.uk)). The service is free to our registered patients over 16 years of age and is available day and night, 365 days a year.

### **Confidentiality and Security**

Information sent via EMIS Access is encrypted. This means that messages you send cannot be intercepted or read by others, and only you and the Practice are able to see your personal information. Our computer system is connected to EMIS Access through the NHS network, which is more secure than a normal internet connection.

Personal information belonging to patients who do not request an EMIS Access account will not be accessible over the internet. We will only enable the internet access facilities if you request us to do so, allowing you secure access to your appointment details. Your other medical information will not be accessible. If you change your mind, you can ask for your EMIS Access account to be deactivated at any time.

### **Requesting Your EMIS Access Details**

If you wish to use EMIS Access you must first apply for an EMIS Access Account using the application form which is available from reception or on our website, which can be found at [www.northlands-surgery.co.uk](http://www.northlands-surgery.co.uk)

Return your completed application form to reception or post it to Northlands Surgery, North Street, Calne, Wiltshire, SN11 0HH for the attention of the Practice Manager. We will then set up your account and create a letter containing all your account details. For security reasons you must collect this letter from the practice **in person**, any time from 08:30 to 18:30 Monday to Friday. Please allow at least **five working days** for us to set up your account before coming to collect your letter, and **bring some photo identification** with you (such as a passport, student card or driving licence) as we will need it to verify your identity.

**For security reasons we cannot give out account details by phone, post or email.** If you have a condition that prevents you getting to the surgery, you may nominate a relative or carer to collect the details of your behalf (at your own risk) by adding their details to the application form.

## **Creating Your Account**

After you have obtained the letter containing your account details you must 'create your account' at the EMIS Access website (accessible via the appointments section of our website at [www.northlands-surgery.co.uk](http://www.northlands-surgery.co.uk)). You only need to create your account once.

You must create your account **within three months of the date at the head of the letter**, otherwise the PIN contained in the letter will expire and you will need to apply again. Remember that the letter will have been created a few days after your original application, so if you leave it some time before collecting it, you will have a shorter time in which to register.

It is important that you enter your details **exactly as they appear in the letter**. When you first create your account you will be asked to choose a password. Please do not reveal this to anyone. If at any time you believe that someone else may have learned your password or gained access to your account you should contact us as soon as possible.

If you have difficulties registering your account, please telephone us or use the contact form on our website

## **Terms and Conditions**

While we will make all reasonable efforts to provide the service, we will not be liable for any failure to provide the service, in part or full, for any cause that is beyond our reasonable control. This includes, in particular, any suspension of the service resulting from maintenance and upgrades to our systems or those of any party used to provide the service.

You must keep your personal details secret and take all reasonable precautions to prevent the fraudulent use of your personal details.

- This facility is currently available for **ROUTINE doctors' appointments only**, to discuss a single issue. If you need to discuss more than one problem, please ring the surgery to arrange an appointment of a suitable length.
- ALL your currently booked appointments are viewable by you on-line; the surgery has set a maximum of being able to book no more than two appointments at any one time on-line.
- ALL your currently booked appointments are cancellable on-line; if an appointment booked on-line, is not cancelled without good reason, and results in a 'did not attend', the surgery reserve the right to revoke the use of on-line booking for a period of three months.

We reserve the right to change the service from time to time and shall give you notice of any material changes. We may, where we consider it appropriate for you or your protection, suspend, withdraw or restrict the use of the service or any part of the service. We will tell you as soon as practicable if we take such action. We reserve the right to vary these terms and conditions and will give you notice of any material changes