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THE PORCH
CORSHAM
WILTS
SN13 9DL

Reception Hours
Monday – Friday 8.15 am – 6.15 pm

Enquiries/Non-urgent visits/
Results (after 2 pm) 01249 712232
Appointments: 01249 713019
Appointment Cancellation only: 01249 717030
Emergencies Only: (Day and Night) 01249 714949

EMIS ACCESS INFORMATION SHEET

The Porch Surgery offers EMIS Access, a secure online system that is integrated with our practice medical computer system.

What is EMIS?

Emis is the medical computer software we use to store medical records and record information.

What will EMIS access enable me to do?

- **Book or cancel routine appointments with a doctor**
- **Change address/telephone numbers**
- **Request repeat prescriptions.**

How do I Access these facilities?

You simply log into the EMIS Access website (accessible through the EMIS Access section of our website at www.porchsurgery.co.uk). The service is free to our registered patients over 16 years of age and is available 24 hours a day/7 days a week.

Is it Confidential and Secure?

Information sent via EMIS Access is encrypted. This means that the details 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 facilities if you request us to do so, allowing you secure access to the above facilities. If you change your mind, you can ask for your EMIS Access account to be deactivated at any time.

How do I obtain my EMIS Access details?

You must first apply for an EMIS Access account using the **Application Form** which is available from reception or on our web site (www.porchsurgery.co.uk).

Once you have completed the application form and agreed to the terms and conditions, please return the form to:

EMIS Access Application Form
The Porch Surgery
Beechfield Road
Corsham
Wiltshire SN13 9DL.

We will then set up your account and create a letter containing all your account details. 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, driving licence, student card) as we will need to verify your identification. We will not be able to give you your letter without this ID verification.

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

How do I create my Account?

After you have collected the letter containing your account details you must 'create your account' at the EMIS Access website (accessible through the EMIS Access section of our website at www.porchsurgery.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 number contained in the letter will expire and you will need to apply again.

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 to gain access to your account, you should contact us as soon as possible.

Booking an appointment:

- This facility is only available for **ROUTINE doctors' appointments**.
- We would ask that you enter a reason for your appointment in the box provided when booking an appointment as this gives us the opportunity to ensure that it is appropriate for you to see a 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.
- 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.

Cancel appointments on-line You can also cancel appointments you have made by telephone or at reception.

- All your currently booked appointments are cancellable on-line.
- If you fail to attend an appointment that you have booked on-line, the surgery reserves the right to revoke the use of on-line booking for a period of three months.

Requesting a Repeat Prescription on-line

- Allow a minimum of 2 working days from the time of your request
- You can only request repeat medication that you regularly take
- Please ensure you indicate which pharmacy you would like to collect your prescription from i.e. The Porch Surgery, Shaunaks, Boots, Sainsbury's Chippenham, Box Pharmacy – this should be entered in the message box below your repeat prescription list. **If you do not indicate a preference, your prescription will be left at the surgery reception desk.**

Changing your address/telephone number

- If you have moved and you are not sure whether your new address is within our Practice boundary, please contact the surgery to check. If your post code is not SN13, please check with the surgery.

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 fully, 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.

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 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.