



Woodlands Medical Centre

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Guide to online services and appointments

As part of making primary care services easier to access, there is a lot more that can be done online. Here is a guide to how to get the best out of the services available.

The background

The software that the practice uses for your medical records is supplied by a company called EMIS. They provide the web-based service 'Patient Access' that enables you to update your details, order prescriptions, book appointments, and view aspects of your medical records. The Patient Access website is secure and your information on it is only accessible by you. If you click on any of the 'information' buttons next to your medications or allergies, you will be taken to a different website (www.patient.co.uk) which is a commercial website with advertising that is also owned by EMIS, and over which we have no control. Some people find the advertising there intrusive, and you may prefer to use www.nhs.uk or other online resources to look up information.

Booking appointments

From Easter 2015 a larger range of appointments will be available to book online. There are quite a few types, so here is a quick run-down to help you book the right appointment.

- **Annual CVD review** – please book this if you have been sent a letter to have an annual review. It involves a blood test and blood pressure check with one of our nursing team, along with any lifestyle advice you might find helpful. Results are then followed up by your usual GP.
- **Blood test** – self-explanatory – most people will no longer need fasting blood tests for routine monitoring, so only fast if someone has specifically asked you to.
- **GP Extended hours** – 10 minute GP appointments in evenings and on Saturday mornings.

Partners:

Dr Barbara Batty (Senior Partner), Dr Dona Pathinayake, Dr Alex Hart,
Dr Katie Barber, Dr Natasha Pomery, Dr Lucy Wilson, Dr Adam Jones, Dr Helen Miles



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- **GP Prebookable** – 10 minute GP appointments available to book from 5 weeks in advance. Please use these for non-urgent problems or routine reviews of longstanding conditions.
- **GP 48 hour** – 10 minute GP appointments released 48 hours before the appointment. These are for more urgent problems that have cropped up that can't be dealt with in a minor illness appointment. If you can use a pre-bookable or a minor illness appointment instead, then this will leave more availability for others.
- **Health check** – these are 20 minute appointments with a health care assistant to carry out and follow up NHS health checks, and provide annual monitoring for people with pre-diabetes and others at higher risk of heart disease. These should only be booked if you have received a letter asking you to make an appointment for a Health Check.
- **Minor illness** – 15 minute appointments with a nurse trained in the assessment and treatment of adults with common infections, such as chest, sinus, ear, throat, and female bladder infections.
- **Blewbury branch surgery** – 10 minute GP appointments on Tuesdays (Dr Hart) and Fridays (Dr Pathinayake) in the morning in Blewbury village hall.

The GP appointments available on the day and at 24hrs notice are not currently available online. The majority of nurse appointments are also not bookable online, as most of these will need a discussion with reception so that you are booked with the right nurse for right length of time. If there are additional specific things that you would like to be able to book online then please let us know and we will consider them.

You will have seen from the Newsletter that the level of patient non-attendance for booked appointments is high. Online appointments is expected to reduce this level, as patients with online access can cancel appointments online. Consequently if a patient has booked an appointment online, and then fails to attend, their online access for appointments will be disabled.

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Medical record viewer

This enables you to view the medication, allergies and immunisations recorded in your medical records. In time, we hope to be able to include your test results as well. Please email us if you spot something that doesn't look right, or if you have a drug allergy that isn't listed. You can opt out of any of the components of the online services, so if you would prefer not to have some aspects enabled for you, please email us and we'll switch them off.

Repeat prescriptions

This is a fairly self-explanatory and straightforward way to request your regular prescriptions. The request goes straight into your medical record, cutting out some of the administration involved and improving reliability. You can add a message or question to your request, and we can reply back straight into your online account, so if you have asked something, it is worth checking your account a few days later for the response.

We are always keen to have feedback on what you think, so please do contact us to let us know what you find good or bad about the systems. We will endeavour to change those aspects that we have control over if most patients find them problematic, and to feed back to the relevant organisations those issues that we don't control.

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