



NEWTONS PRACTICE
The Health Centre, Heath Road,
Haywards Heath, West Sussex, RH16 3BB.
TEL: (01444) 412280 FAX: (01444) 416943
www.newtonspractice.co.uk



OUR PRACTICE GUIDANCE FOR PATIENT ACCESS

Before you begin to use Patient Access we would appreciate it if you could read the following guidance regarding the booking of appointments over the Internet.

Reasons for Appointment

We would ask that you enter a reason for your appointment in the box provided when booking an appointment this gives us the opportunity to ensure that it is appropriate for you to see the doctor rather than a nurse and helps the doctor to manage the clinical session. Please be assured that all details entered are secure and cannot be intercepted. Our practice has a strict confidentiality policy.

Reminder

If we have your mobile phone number, you will receive a text 24 hours before your appointment to remind you of the date and time.

Missed Appointments

Please let us know if you will be unable to attend an appointment that you have booked online. You can either cancel this online or contact us by telephone to cancel it. Please cancel in good time to allow us to offer the appointment to another patient. We realise that there are valid reasons for not attending however we will be monitoring such occurrences on a regular basis.

If you miss an appointment more than twice in one year we will remove your ability to use Patient Access, however you will still be able to book appointments with our receptionists.

Appointments

Due to the nature of nurses appointments we are unable to offer them online at this time, however we hope to be able to offer this service in the future. Please ensure that you book the appointments appropriately. If you are unsure as to whether it is appropriate for you to see a nurse or a doctor please telephone reception.

Inappropriate use

We monitor the use of this service and we are sure that you will find it useful. However if we find any abuse of the service, we will revoke your access to it. You will have to liaise with our reception team for services. We would consider inappropriate use as: Sending inappropriate or abusive messages, booking appointments and not using them more than twice a year, booking appointments for other family members using your name.

Your Responsibility

The practice will take every measure to ensure that your Patient Access application is secure. It is your responsibility to ensure that your Patient Access account remains this way. You are able to terminate or reset your Patient Account at any time by contacting the surgery in writing. You may wish to do this if you think someone else knows your logging in details or if you have shared details with a family member or partner and no longer wish them to know these details.

The practice does not manage the Patient Access Website and therefore cannot provide help with using Patient Access. Help screens are provided on the Website.