



Peel Group Practice

Albany Road, Peel, Isle of Man, IM5 1HU

Tel – 01624 686968 Fax – 01624 686965

www.peeldoctors-iom.com

Patient Access to Online Services for _____ D.O.B _____

Patient ID seen

Patient known at practice (staff to tick)

Introduction & Terms and Conditions (not for patients under 16 years of age)

The following Terms and Conditions are suitable as an agreement for patients to sign before being allowed to access clinical system direct on-line facilities, such as prescription ordering or appointment booking.

- To apply for on-line access to the Practice’s clinical system, patients must complete the declaration below and return a copy of this form to Janece Pugh, Practice Manager.
- Applications are “one per patient”. Acceptance of one member of a family does not imply acceptance of other / further family members.
- Applications for on-line access will not be considered for patients who are under the age of 16.
- Where access is granted passwords will only be released direct to the patient and not to a parent (in relation to patients 16 – 18 years) or other third party. Where a parent or other person requires access to the system to book an appointment or deal with the affairs of the minor, it is acceptable for the minor to provide the password to the third party. The practice will not provide access detail directly.
- Where access is refused this will be in writing. A reason will only be given at the discretion of the Partners.
- Requests for change of password needs to be done on <https://patient.emisaccess.co.uk/>
- 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.
- On-line appointments booked 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 tear-off portion of the last prescription issued. The request must match the repeat list exactly and must be due. You can put comments in if needed and you will get a reply.
- Personal Information Updating is subject to validation after submission. Patients moving outside the Practice Area will be removed from the Practice list in the usual way.
- Approved access requests will be notified along with access instructions and a copy of the Terms and Conditions.
- Requests for re-issue of access log-in details will be made in person at reception desk.

Agreement

I agree to the above Terms and Conditions, and others which may be reasonably imposed from time to time at the discretion of the Partners.

Signed: Name: Date:

Dr J N Currie	Dr J Bloomer	Dr H C Teare	Dr T Anand	Dr J Snelling	Dr P M Griffiths	Dr J Travers
GMC 3566477	GMC 2335966	GMC 3339057	GMC 6075734	GMC3081543	GMC3074965	GMC4433392