

KENMORE MEDICAL CENTRE

HOW TO BOOK AN APPOINTMENT OR REPEAT PRESCRIPTION ONLINE

Why book online?

It's easy and convenient to book an appointment or repeat prescription on the Kenmore website at

www.kenmoremedicalcentre.co.uk

- You can book or request a repeat prescription 24 hours, 7 days week – this means any time of day or night, week days and weekends and from anywhere
- You don't need to wait for surgery opening times
- You can view **all** doctors' appointments
- You can book using your computer, laptop, smartphone or tablet
- Very convenient if you're hearing impaired

The system is **secure** and only the surgery has access to your information. The system automatically confirms your booking and request.

If you need help using your computer, Wilmslow Library offer the "Learn My Way" Basics course and staff-led Sessions, with IT Buddy help.

You could ask your children, grandchildren, a friend or a neighbour. It is likely they will be happy to help and may even do it for you!

When you register at Reception, you will be given a Registration Form to complete and detailed instructions to help you use the system.

The more patients who book online, the more appointments will be available online

HOW TO REGISTER TO BOOK AN APPOINTMENT OR REQUEST A REPEAT PRESCRIPTION ONLINE

You will need to have a computer, laptop, smartphone or tablet, or access to one.

If you need help using a computer, Wilmslow Library offer the “Learn My Way” Basics course and staff-led Sessions, with IT Buddy help. You could also ask your children, grandchildren, a friend or neighbour. It is likely they will be happy to help and may even do it for you!

In order to use the on-line appointment booking system, first you will need to complete a Registration Form available from Reception. **You will be asked to provide two forms of ID (a photograph and a current utility bill** (a copy will be suitable) to confirm that you live in the Practice area. Reception will give you a Registration Letter which gives you account details unique to you.

If you register on the Practice Website www.kenmoremedicalcentre.co.uk, go to the Home Page and click on to either “Appointments” or “Order Repeat Prescriptions” which sends you to the “Welcome to Patient Access” page

Screen print of “Welcome to Patient Access” page

The screenshot shows a web browser window with the URL <https://patient.emisaccess.co.uk/account/login>. The page features a navigation bar with the 'access' logo and links for 'Home' and 'Help'. The main heading is 'Welcome to Patient Access', followed by a brief description of the service. Below this are two primary sections: 'Register' and 'Sign in'. The 'Register' section includes instructions for users with and without a letter from their practice, and a 'Register' button. The 'Sign in' section has fields for 'User ID' (containing '9306000712') and 'Password', a 'Sign in' button, and a 'Remember my user ID' checkbox. To the right of the sign-in form are several award logos, including 'THE DPMI MOMA AWARDS AWARD WINNER 2015', 'ehi 2014 WINNER', and 'MEDLINK WINNER INNOVATION HEALTHCARE BUSINESS AWARDS 2013'. At the bottom, there are three informational boxes: 'Patient Access mobile app' (Free on Android and iOS), 'This site uses encryption' (How can I tell that this site is encrypted?), and 'Help with Patient Access' (View our most frequently asked questions, View the current status of the Patient Access Service).

NB This page is the start page of all the service providers.

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The first time you use this service, you will need to enter the details as printed on your Registration letter as shown above.

You can then sign in using your User ID and create your unique password.

Next click **Sign In** to take you to the page to book appointments, order repeat prescriptions and leave non-urgent messages for staff at the Practice.

If you want to access the system via your phone, there are two free Apps available at the bottom left hand side of this page.

If you would like to be sent a reminder of your appointment by text, you need to give your mobile number to Reception.

You can now

- **Book appointments**
- **Order a repeat prescription**
- **Check up when you last requested a repeat prescription**
- **Leave a non-urgent message for the Practice which will be dealt with promptly**
- **View your medical records**

any time, day or night, and from anywhere.

Leave message for practice staff

Please note that any message left will appear permanently on your health records held by the Practice - it is not possible to change this locally.

Rejected Prescription

If you do not attend for your Medical Review, you may have your prescription request rejected by the Practice.

Acting on behalf of another person

If it would be helpful to you, you can ask another person to act on your behalf. You will need to tell the Practice what access you would like them to have.

It will be your responsibility to keep login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, **you should change your password immediately.**

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