

The Fishponds Family Practice

We can now offer our patients the opportunity to book a doctors appointment over the internet. If you are interested in registering for this service, please read carefully the information below.

How to register at the practice

If you are over 16 years of age, you must attend the surgery in person and ask at reception. You must have proof of identity which shows the address that we have you registered at. **YOU CANNOT REGISTER ON BEHALF OF ANYONE ELSE.**

How to register on the website

Once your identity has been confirmed, you will be given a document which will contain a Personal Identification Number, Personal Access Number and instructions on how to register on the website for the service. For the security of both yourself and the practice, you must not disclose this information to anyone else as it will be possible, in the near future, to view your medication and medical records, from this site.

Children under 16 cannot register for this service. See below how to book an appointment for them.

How to book an appointment

When you have completed the online registration, follow the on screen instructions. You will have access to a limited number of doctors appointments which can be pre booked. If you wish, you can book a telephone consultation instead of visiting the surgery. To do this, in the "enter reason for appointment" field, type in the telephone number that you can be reached on at that appointment time.

If you wish to book an appointment for a child who is under 16, please do the following. **The child MUST be registered with the practice.** Logon to the website as yourself. Pick the appointment time, and in the "enter reason for appointment" field, type in the child's name and date of birth.

The system will also allow you to cancel an internet appointment you have made should it be no longer necessary.

What to do if you need to change your access/pin number

If you forget your access, pin number or password or you think someone else knows this information, you will need to come to the surgery in person with proof of identity which shows the address that we have you registered at. We will then cancel your existing registration and re-issue you with a new document. You will then have to re-register your details again at the website.

Other information

The system is hosted and managed by Egton Medical Information Systems based in Leeds. The practice cannot be held responsible if you are unable to logon to system because of problems with the internet or host server.

Both Egton Medical Information Systems and the practice reserve the right to withdraw access to any patient without warning if they feel they are abusing the system.

If you register for this service, you are deemed to have read, fully understood and agreed to the above terms.

The surgery is very busy between 8:30am and 10 am every day. We would appreciate it if you could avoid this time to register for the service and obtain your Personal Identification Number.