

Patient Access Terms & Conditions

Old Machar Medical Practice offers the ability to book routine doctor appointments and request repeat prescriptions through a system called Patient Access. Registration with this service also allows you to book routine doctor appointments via the internet and on your smart-phone.

This service can only be used to book routine appointments with a doctor OR order standard repeat prescriptions. Routine appointments are **10 minutes long**. If you feel you need longer than this or you require another type of appointment e.g. Nurse, Travel clinic, Medical, etc please contact the appropriate reception on 0345-337-0510.

Whilst the Surgery makes all reasonable efforts to provide the Service, it is not liable for any failure to provide the Service, in part or full, for any cause that is beyond its' reasonable control. This includes, in particular, any suspension of the Service resulting from maintenance and upgrades to the systems or those of any party used to provide the Service.

Conditions of use

- You must ensure that your Patient Access log in details remain confidential. Although presently the system can only book and cancel appointments in the future you may be able to order repeat medication and to even view a summary of your medical records. We will not necessarily write to inform you of the changes to this service and therefore this number and password should remain confidential. If you think anyone knows your details then wither change your password or ask us to reset your password.
- Appointment Access is a voluntary scheme. If you wish your account can be stopped should you no longer wish to continue. This will not affect your registration at the practice and appointments will remain available over the phone or in person at the practice.
- We retain the right to withdraw access to the service to those who seem to be abusing the service by booking appointments to which they do not attend or frequently cancelling appointments just before the time of the appointment which means we cannot use the time for someone else.
- We will endeavour to maintain the maximum access to the service but it is necessary for the service to be shut down overnight while our system back up occurs and there may be other times when the service is not active. Appointments made using the system can be checked and cancelled by phoning the surgery during our times of opening when the online system is unavailable.
- Nurse appointments cannot presently be booked online as they often require a specific member of staff and a longer appointment than a single slot.

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