



Stewart Medical Centre
15 Hartington Road, Buxton,
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**Stewart Medical Centre
Patient Participation Group**



SMC PPG
Rev A4 14Nov15

**GUIDANCE FOR
ONLINE BOOKING OF A
ROUTINE DOCTOR'S
APPOINTMENT**

Routine doctor's appointment

This leaflet is intended to provide a step by step guide, with screen prints, on how to make an online booking of a routine doctor's appointment. If you need an emergency appointment or you are too ill to attend the surgery and you need a home visit then you need to telephone the surgery on 01298 22338 before 10.30 am if possible. You can book routine doctor's appointments online. This service is available 24 hours a day, 7 days a week and allows patients to book appointments without having to ring the surgery. There is also a Patient Access App so you can arrange an appointment on the move.

The available surgery appointment times are as follows:

OPENING TIMES	DAY
8.10 am – 6.00 pm	Monday
8.10 am – 6.00 pm	Tuesday
8.10 am – 6.00 pm *	Wednesday
8.10 am – 6.00 pm	Thursday
7.10 am – 6.00 pm	Friday
8.10 am – 12.15 pm	Third Saturday in month
* On one Wednesday each month a training day is held and the surgery closes at 12.30 pm. See SMC Home page <i>Surgery Closures – Training</i> for the dates	

For emergency advice when the surgery is closed, please contact the surgery on 01298 22338 and you will be automatically transferred to the out of hours service which is co-ordinated by NHS Direct and provided by Derbyshire Health United. Alternatively, you can contact 111.

The aim of the surgery is to provide a routine consultation within two working days if you do not want to see a specific doctor and seven days if you do. If you have several issues that you wish to discuss with your doctor then book two successive appointments. You should only do this when you consider it really necessary. If in doubt, contact the surgery.

To book an appointment online or to cancel it,

PLEASE USE THE FOLLOWING STEPS

(The information in this leaflet is correct at the date of issue but may be subject to change.)

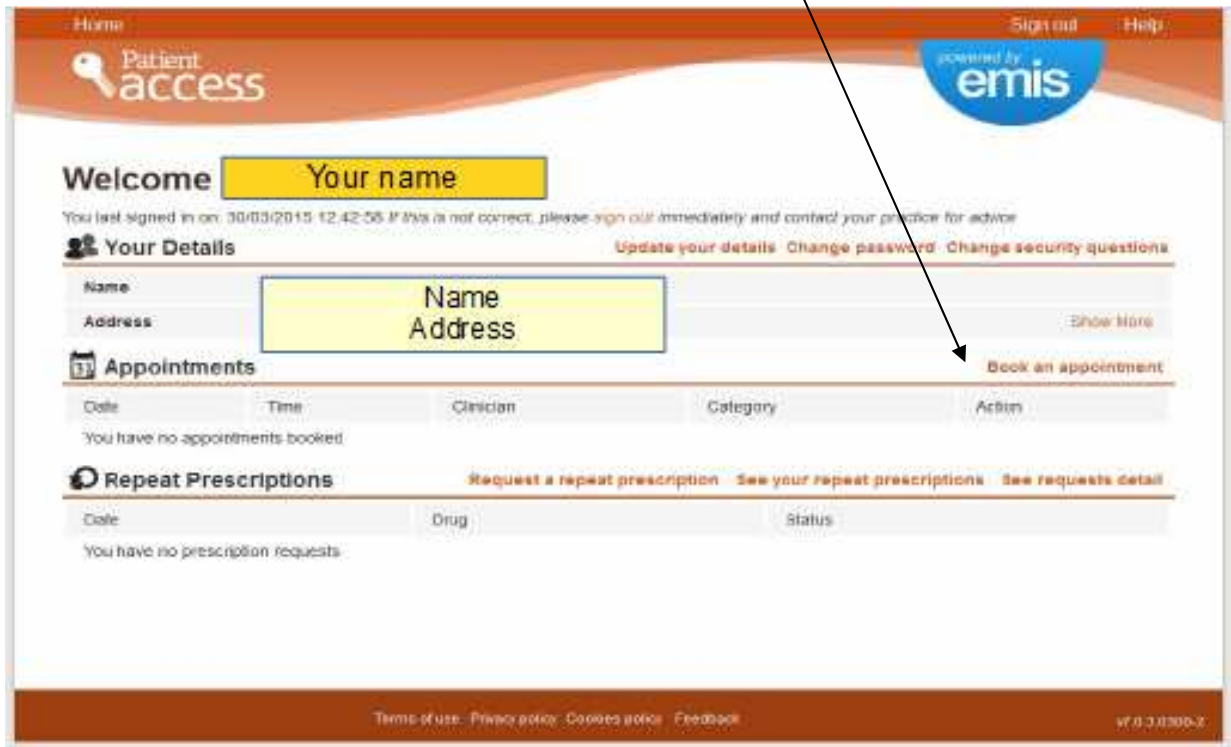
Step 1. Log into the **emis Welcome to Patient Access** page by any of the following means (see the registration guidance for more information):

- Go to the **Stewart Medical Centre Home** page. Click **Sign in** on the top right corner of the SMC home page or **CLICK HERE TO BOOK AN APPOINTMENT**. Google (for example) search **emis** and click on **Patient Access Patient login**.
- Start the **Patient Access App** on your smartphone or tablet.

Enter your **User ID and Password** (see Registration guidance) and then click on **Sign in** to take you to the Welcome your name page.



Step 2. On the **Welcome** page, click on **Book an appointment** to take you to the **Appointments** page.



Step 3. On the **Book an appointment** page, click on **General Appointment** to take you to the **Book an Appointment** page for doctor's appointments.

Home Sign out Help

Patient access

Book an Appointment

Please select what kind of appointment you need:

General Appointment Choose this for general appointments, or see below for other appointment types your practice is offering.

Other appointment types:
If you are unsure of what the appointment type means, please check with your practice.

Blood Test

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Step 4. On the **Book an Appointment** page, you can select person, place or clinician gender in the **Filter appointments** box. For doctor's appointments:

- if you want to select a particular doctor, just click on the **down arrow** under **Pick a Person**, select your preferred doctor and then click on **View** and you will then only see the available appointments for that doctor,
- if you want to select a particular clinician gender, just click on the **down arrow** under **Pick a clinician gender**, select **male** or **female** and then click on **View** and you will then only see the appointments for the gender of doctor you have selected,
- the only place available is the Stewart Medical Centre,
- If you do not mind which doctor you see, you do not need to make a selection in the **Filter appointments** box because, if you scroll down, you will see all the available appointments for all the doctors.

Scroll down until you see a doctor and available time that suits you (e.g. Dr Hilditch, Friday 11th September, at **10.40**) and **click on the desired time** to take you to the **Confirm Your Booking** page.

Home Sign out Help

Patient access

Book an Appointment

Currently showing **General** appointments. Click the "< Back" button to choose a different appointment type. < Back

Filter appointments

Pick a person: All Pick a place: All Pick a clinician gender: All

View

Friday 11th September 2015

HILDITCH, Richard (Dr) (General Medical Practitioner)
DR HILDITCH AM
The Stewart Medical Centre

09:50 10:20 10:40

Wednesday 16th September 2015

KOZAKIS, Lisa (Dr) (General Medical Practitioner)
DR KOZAKIS WEDNESDAY PM *...
The Stewart Medical Centre

15:20

Step 5. On the **Confirm your booking** page, if you wish, you can give a reason for the appointment, then just click on **Book** to book your appointment and take you to the **Appointment Booked** page.

Home Sign out Help

Patient access

Confirm your booking

You are requesting a **General** appointment with **WALKER, Justin (Dr)** at **16:40** on **Wednesday 23rd September 2015** at **The Stewart Medical Centre**.

To confirm the booking, please click the "Book" button below

Enter your reason for the appointment (optional), maximum 36 characters.

Book Alternatively, you can still **choose a different appointment**
.. or **cancel** the appointment booking altogether.

Step 6. On the **Appointment Booked** page, if you want a printed confirmation , just click on [Print Confirmation](#) to take you to the **Print Confirmation** page or else click on [Go to homepage](#) which takes you to the **Welcome** your name page which should now have the appoint details on it

The screenshot shows the 'Appointment Booked' page on the Patient Access system. At the top, there is a navigation bar with 'Home', 'Sign out', and 'Help' links. The 'Patient access' logo is on the left. The main heading is 'Appointment Booked'. Below it, a message states: 'You have successfully booked your **Blood Test** appointment with **TEST, Blood (Ms)** at **10:40** on **Monday 7th September 2015** at **Cavendish Hospital**. We look forward to seeing you! If you need to cancel your appointment, please let us know as soon as possible. You can cancel here on Patient Access or by phoning your practice'. There are two green buttons: 'Add to calendar' and 'Print confirmation'. Below these is a link 'Go to homepage'. At the bottom, there is a footer with 'Terms of use', 'Privacy policy', 'Cookies policy', 'Feedback', and 'v7.2.3-3'.

Home Sign out Help

Patient access

Appointment Booked

You have successfully booked your **Blood Test** appointment with **TEST, Blood (Ms)** at **10:40** on **Monday 7th September 2015** at **Cavendish Hospital**. We look forward to seeing you!
If you need to cancel your appointment, please let us know as soon as possible. You can cancel here on Patient Access or by phoning your practice

Add to calendar Print confirmation

Go to homepage

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Step 7. On the **Print Appointment Confirmation** page, make sure your printer is on and click **Print**. After obtaining the printout, just click on **Close** to take you the **Personal Welcome** page.

Home Sign out Help

Patient access

Print Appointment Confirmation

Here are the details of your appointment:

Date: **Monday 7th September 2015**
Time: **10:40 - 10:45**
Category: **Practice**
Location: **Cavendish Hospital**
Clinician: **TEST Blood (Ms)**
Type: **Blood Test**
Session: **CAVENDISH Hospital Blood Test, Monday am**

If you need to cancel, please let us know as soon as possible.
You can cancel here on Patient Access, or by phoning your practice.

Print Close

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Step 8. The **Personal Welcome** page should now have the **details** of your appointment underneath the **Appointments** heading. Just click on **Sign Out** to exit the program when you have finished. You can cancel an appointment at any time, preferably as soon as you know you cannot attend, by clicking on **Cancel**.

The screenshot shows the Patient Access website interface. At the top, there is a navigation bar with 'Home', 'Sign out', and 'Help'. Below this is the 'Patient access' logo. The main content area starts with a 'Welcome' message followed by a yellow box containing 'Your name'. Below this, it says 'You last signed in on: 26/08/2015 14:13:45 If this is not correct, change your password.' There are three links: 'Your Details', 'Update your details', 'Change password', and 'Change security questions'. Under 'Your Details', there are fields for 'Name' (containing 'Your name & address') and 'Address' (with a 'Show More' link). Below this is the 'Appointments' section, which includes a 'Book an appointment' link and a table with columns: Date, Time, Clinician, Category, and Action. The table contains one row: 'Mon 07 Sep 2015', '10:40 - 10:45', 'TEST, Blood (Ms)', 'Practice', and three buttons: 'Print', 'Calendar', and 'Cancel'. Below the appointments is the 'Medical Record' section with a 'View your medical record' link and some explanatory text. At the bottom is the 'Repeat Prescriptions' section with links 'Request a repeat prescription', 'See your repeat prescriptions', and 'See requests detail', and a table with columns 'Date', 'Drug', and 'Status'. The table content is obscured by a blue box. Below the table is a 'Your comment' field, also obscured by a blue box. Arrows from the text above point to the 'Sign out' link, the 'Cancel' button, and the 'Your name' box.