

## Patient Services

# USER GUIDE

### CONTENTS

|   |     |
|---|-----|
| Triage appointments   | p2  |
| Repeat prescription ordering  | p6  |
| Sending a non-urgent message <b>*NEW*</b><br><i>(non-symptom related)</i> | p9  |
| Booking into a clinic   | p12 |
| Patient services difficulties   | p15 |

To access patient services, follow the link [www.patient-services.co.uk](http://www.patient-services.co.uk).

## 1) Please log in to your account by inserting your username and password

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♥ Patient Services [Login](#) [Register](#)

Login

**Coronavirus (COVID-19)**  
Get information about [coronavirus on NHS.UK](#).  
Do not book a GP appointment if you think you might have coronavirus.  
Stay at home and avoid close contact with other people.  
Use the [111 coronavirus service](#) to see if you need medical help.  
In Scotland please refer to [www.nhsinform.scot](#).

Please insert  
username +  
password then  
click "Log In"

Username

Password

Log in

[Forgotten username?](#)  
[Forgotten password?](#)  
[Register new account](#)

**Smarter. Faster. Better.**

Enjoy the convenience of GP online services with the ability to interact with your GP practice at any time of the day or night, wherever you are.

Using the Patient Services website on your computer or mobile, you can:

- order prescriptions
- book and cancel appointments
- view your medical record

You can register to book appointments using a quick and simple online process. Completing the full registration process later opens up access to all online services. [Create an account and get started today.](#)

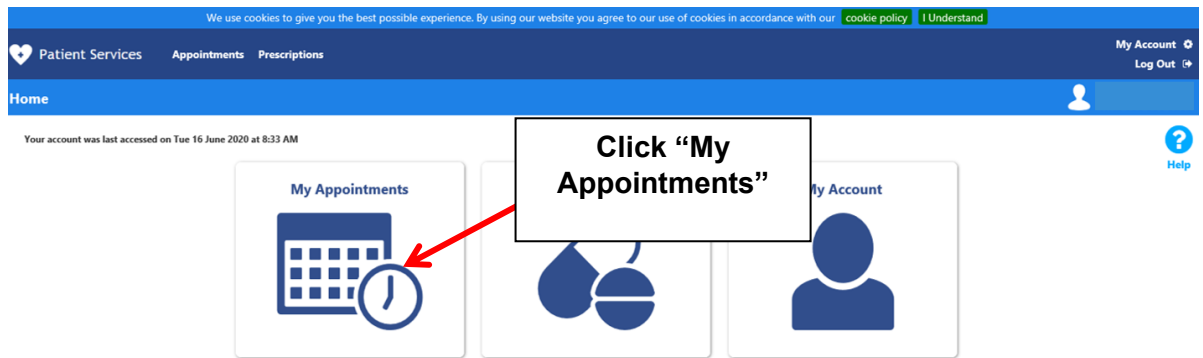
The Patient Services team

Assured by  
**NHS**

# To Be Added to Triage

Online triage requests will only be available **from 8.30am** until triage moves to an urgent only basis (at the latest triage will run to 10.30am).

## 1) Click on “My Appointments”



## 2) Any existing triage request slots will then appear. To be added to the triage, click on “Add New Appointment”



3) Then click the following, When? **“Today”** – What Time? **“Any Time”** – Where? **“Specific Locations”** then tick **“Meadowbridge Surgery”** – Seeing Who? **“Specific Clinician/Clinic”** then tick **“Dr Triage List”**. Then Click **“Search”**

The screenshot shows the 'Appointment Search Filter' section of a website. It includes fields for 'When?' (Today, This Week, Next Week, This Month, Next Month, Pick a date...), 'What Time?' (Any time, Morning, Afternoon), 'Where?' (All Available locations, Specific locations), and 'Seeing who?' (All Available, Specific Clinician/Clinic). A search bar is present for each of these categories. The 'Where?' dropdown is set to 'Meadowbridge Surgery' and the 'Seeing who?' dropdown is set to 'Dr Triage List'. A 'Search' button is at the bottom right of the filter section. A text box on the right side of the image contains the following text: **Today**, **Any Time**, **Specific Locations > Meadowbridge Surgery**, **Specific Clinician/Clinic > Dr Triage List**, and **Then click “Search”**. Arrows point from this text box to the corresponding buttons and dropdowns in the search filter.

**Available Appointments**  
No appointments were found matching your search criteria  
[Why are there no Appointments?](#)

4) The page will then display available triage requests. To use a slot to add your triage request click **“Book”**

The screenshot shows the 'Available Appointments' table. The table has columns for Date, Type, and a 'Book' button. The 'Type' column is highlighted with a red arrow pointing to the text 'Ensure appointment type is Triage'. The 'Book' button is highlighted with a red arrow pointing to the text 'Click “Book”'. The table lists several appointments for Wednesday, 17 June 2020, all of which are 'TRIAGE SYMPTOMS'.

| Date                        | Type            | Book                          |
|-----------------------------|-----------------|-------------------------------|
| Wed 17 June 2020 at 9:48 AM | TRIAGE SYMPTOMS | <input type="checkbox"/> Book |
| Wed 17 June 2020 at 9:49 AM | TRIAGE SYMPTOMS | <input type="checkbox"/> Book |
| Wed 17 June 2020 at 9:50 AM | TRIAGE SYMPTOMS | <input type="checkbox"/> Book |
| Wed 17 June 2020 at 9:51 AM | TRIAGE SYMPTOMS | <input type="checkbox"/> Book |
| Wed 17 June 2020 at 9:52 AM | TRIAGE SYMPTOMS | <input type="checkbox"/> Book |
| Wed 17 June 2020 at 9:53 AM | TRIAGE SYMPTOMS | <input type="checkbox"/> Book |

[← Back](#) [<](#) [>](#)

5) You will then be redirected to confirm your booking. Here you will type your reasons for the triage request such as symptoms or information regarding your request, this should include:

- Is this a new issue you are experiencing?
- If previously seen – which GP were you speaking to?
  - How long has this issue been occurring?
- Are you taking any medication for this issue?

The request **MUST** be kept brief and informative using under **80 characters** and **MUST** also include a contact number for staff to be able to contact you.

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Patient Services Appointments Prescriptions My Account Log Out

Appointments

Confirm your booking

Meadowbridge Surgery  
Wed 17 June 2020 at 9:48 AM  
9:48 AM  
TRIAGE SYMPTOMS  
with Dr Triage List

Reason for the appointment (optional)

← Back ✓ Confirm

Please note that practice staff other than the clinician may read this

Help Contact Website Support Appointments Prescriptions Terms & Conditions Privacy Policy

6) Once successfully booked, the screen will then confirm your triage request. Please note – the time given is **NOT** an appointment. This time is a brief indication as to where your request has been added to the doctors triage list.

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Patient Services Appointments Prescriptions My Account Log Out

Appointments

Appointment Booked Successfully

Your appointment booking was successful.

Meadowbridge Surgery  
Wed 17 June 2020 at 9:48 AM  
9:48 AM  
TRIAGE SYMPTOMS  
with Dr Triage List

Save to Calendar  
Print

Appointments Home

Help Contact Website Support Appointments Prescriptions Terms & Conditions Privacy Policy

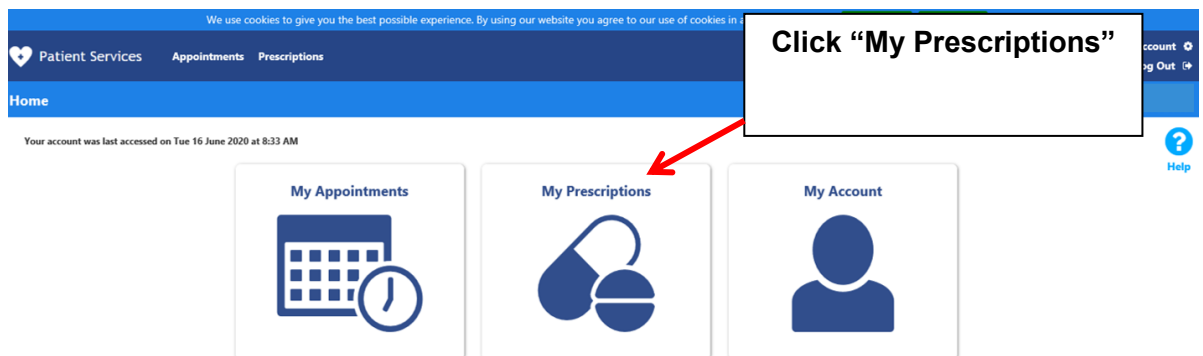
# To Order a Repeat Prescription

This service allows patients to order any repeat medication. Any new prescription requests must go through triage and can not be requested here.

Please note: all prescription requests will **not** be available for collection from the chemist for **72 hours**. It is the patient's responsibility to order their medication in a timely manner.

The Patient Services homepage will allow you to click on "My Prescription" – here you can order any repeat medication 24/7.

## 1) Click on "My Prescriptions"



2) Any repeat prescriptions will then appear under the section “Request New Prescriptions”. Please tick the items you require and then click “Request” once finished.

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Patient Services Appointments Prescriptions My Account Log Out

Prescriptions

Request History

There is no request history to display.

Request New Prescriptions

Drug(s)

☐

☐ I'd like to request an expired repeat prescription or another medication

Request

Unavailable Repeat Prescriptions

There are no unavailable repeats to display.

Any repeat prescriptions will appear. Please tick the items required then click “Request”

3) Please note that all medications acquire a certain number of issues, this is simply a security protocol. In the case that an **item does not appear** this does not mean that your requested is unavailable. It means a Doctor must reauthorise this medication. To request this again tick the box “I’d like to request an expired repeat prescription or another medication” then type the name of the repeat prescription and click “Request”.

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Patient Services Appointments Prescriptions My Account Log Out

Prescriptions

Request History

There is no request history to display.

Request New Prescriptions

Drug(s)

☐

☒ I'd like to request an expired repeat prescription or another medication

Enter your request here

150 characters left

Please note that practice staff other than the clinician may read this

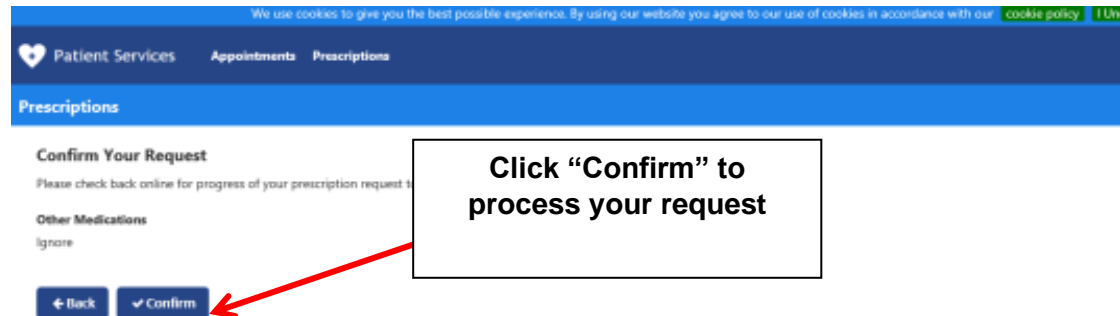
Request

Unavailable Repeat Prescriptions

There are no unavailable repeats to display.

Tick the box “I’d like to request an expired repeat prescription or another medication” then type your repeat prescription and click “Request”

4) You will then be asked to confirm your repeat prescription request. If correct, please click “Confirm” and if not, click “Back” for any amendments.



The screenshot shows a patient portal interface. At the top, a blue navigation bar contains a heart icon, 'Patient Services', 'Appointments', and 'Prescriptions'. Below this, a blue header bar reads 'Prescriptions'. The main content area is titled 'Confirm Your Request' and includes the instruction 'Please check back online for progress of your prescription request to...'. There is a section for 'Other Medications' with an 'Ignore' link. At the bottom, there are two buttons: '← Back' and '✓ Confirm'. A red arrow points from a text box to the 'Confirm' button. The text box contains the instruction: 'Click “Confirm” to process your request'.

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Patient Services Appointments Prescriptions

Prescriptions

**Confirm Your Request**  
Please check back online for progress of your prescription request to...

**Other Medications**  
[Ignore](#)

← Back ✓ Confirm

Click “Confirm” to process your request



# To Send A Non-Urgent Message

(NOT symptom related)

This new service has been introduced by the surgery due to a vast increase in the volume of calls. Therefore, this messaging services can be used for **general enquiries, updating your contact information, changing your address, requesting a sickline extension, informing us you have received a vaccine, requesting a consent form, checking on the location of a prescription, etc.**

Please note that this service is not for anything symptom related and as this is a non-urgent service there is no timescale given for response.

- 1) Click “My Messages” on your Patient Services homepage.



- 2) You will then be taken to the messaging system automatically (as shown below). Please type your message in the textbox shown and once finished click “Send.”

Patient Services | Appointments | Messaging | Prescriptions | My Account | Log Out

Messaging

Type your message and click "Send"

Messaging is for non-urgent messages only. For urgent queries contact your practice directly. Please note that practice staff other than the clinician may read this

\*TYPE MESSAGE HERE\*

981 characters left

Send

Help | Contact Website Support | Give Feedback | Appointments | Prescriptions | Messaging | Terms & Conditions | Privacy Policy | Cookie Policy

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3) Any prior messages will also show appear. When the practice replies it will appear as shown below. Please note as this is a non-urgent service there is no timescale given for replies from the practice.

Patient Services | Appointments | Messaging | Prescriptions | My Account | Log Out

Messaging

Practice reply

Practice  
thanks, gratefully received

Thu 14 Jan 2021 14:34

You  
Test

Messaging is for non-urgent messages only. For urgent queries contact your practice directly. Please note that practice staff other than the clinician may read this

Type a message...

1000 characters left

Send

Help | Contact Website Support | Give Feedback | Appointments | Prescriptions | Messaging | Terms & Conditions | Privacy Policy | Cookie Policy

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**4) Once you receive a reply to your message – Patient Services will send you an e-mail to notify you. This may appear in your junk mail. An example of the e-mail is demonstrated below.**

---

**From:** noreply@myvisiononline.co.uk <noreply@myvisiononline.co.uk>

**Sent:** Thursday, January 14, 2021 3:08:16 PM

**To:**

**Subject:** Practice Message Received

**This email account is not monitored.**

If you reply to this e-mail, your request will not be read or actioned.

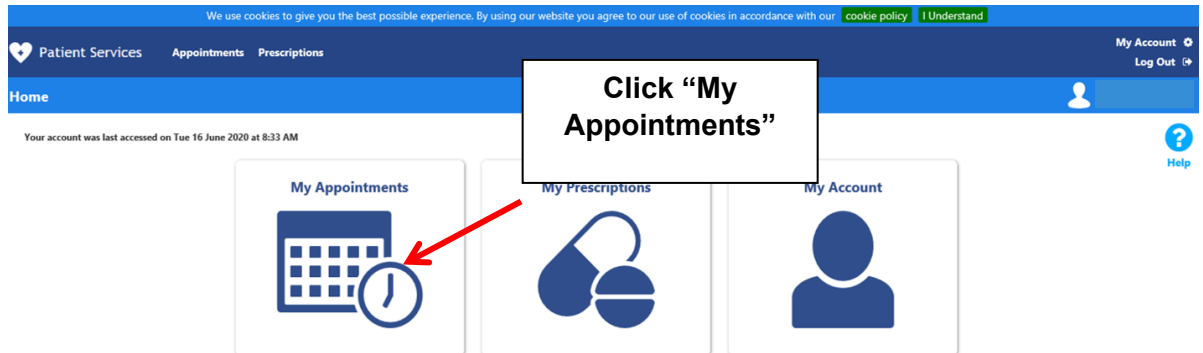
In the case of life threatening emergencies, please ring 999. In other cases please contact your surgery direct.

You are in receipt of a message from your GP Practice, please login to your Online Patient Services account to view this message.

# To Book Into a Clinic

Throughout the year Meadowbridge Surgery may invite patients to book into a clinic. An example of a clinic patients may be invited to book into for example is the Flu Vaccination Clinic. If you receive an invite and are eligible to book in, please follow the instructions given below.

## 1) Click on “My Appointments”



## 2. Click “Add New Appointment”



3) You will then be asked to filter your search. The criteria that should be entered will depend on the clinic you are booking into. If you search the week/month the clinic is due to begin appointment slots will appear.

**Appointment Search Filter**

When?

Today This Week Next Week This Month Next Month Pick a date...

From 19/01/2021 To 02/02/2021

What Time?

Any time Morning Afternoon

Where?

All Available locations Specific locations

Search available locations

✓ Meadowbridge Surgery

Seeing who?

All Available Specific Clinician/Clinic

Search available clinicians/clinics

+ Gail Booth  
+ Julie Weir  
+ Lynn Martin  
+ Dr Triage List  
+ Midwives

Choose the week/month of the clinic

Click "Meadowbridge Surgery"

4) Available clinic appointments will then appear. The example shown below is for a Flu Clinic. The clinic name will appear under "Type". Choose a suitable appointment and click "book".

Available Appointments

| Date                           | Type          | Clinician             | Clinic               | Book |
|--------------------------------|---------------|-----------------------|----------------------|------|
| Mon 25 January 2021 at 2:51 PM | Over 18's Flu | Mrs Gail Booth        | Meadowbridge Surgery | Book |
| Mon 25 January 2021 at 2:54 PM | Over 18's Flu | Mrs Gail Booth        | Meadowbridge Surgery | Book |
| Mon 25 January 2021 at 2:57 PM | Over 18's Flu | Mrs Gail Booth (more) | Meadowbridge Surgery | Book |
| Mon 25 January 2021 at 3:00 PM | Over 18's Flu | Mrs Gail Booth (more) | Meadowbridge Surgery | Book |
| Mon 25 January 2021 at 3:03 PM | Over 18's Flu | Mrs Gail Booth (more) | Meadowbridge Surgery | Book |
| Mon 25 January 2021 at 3:06 PM | Over 18's Flu | Mrs Gail Booth (more) | Meadowbridge Surgery | Book |
| Mon 25 January 2021 at 3:09 PM | Over 18's Flu | Mrs Gail Booth (more) | Meadowbridge Surgery | Book |
| Mon 25 January 2021 at 3:12 PM | Over 18's Flu | Mrs Gail Booth (more) | Meadowbridge Surgery | Book |
| Mon 25 January 2021 at 3:15 PM | Over 18's Flu | Mrs Gail Booth (more) | Meadowbridge Surgery | Book |
| Mon 25 January 2021 at 3:18 PM | Over 18's Flu | Mrs Gail Booth (more) | Meadowbridge Surgery | Book |

Appointment Details and clinic name

Click "Book"

← Back

5) You will be brought to a confirmation page. The appointment details will be shown and a textbox will appear for any additional information – patients can type whether they need any assistance during the clinic or any requirements. Once satisfied with your booking, click “Confirm”.

The screenshot shows the 'Confirm your booking' page. At the top is a navigation bar with 'Patient Services', 'Appointments', 'Messaging', and 'Prescriptions'. On the right, there are links for 'My Account' and 'Log Out'. Below the navigation bar is a blue header with the word 'Appointments' and a user icon. The main content area displays the appointment details: 'Meadowbridge Surgery', 'Mon 25 January 2021 at 2:51 PM', '2:51 PM', 'Over 18's Flu', 'with Mrs Gail Booth', and 'Female'. Below this is a section titled 'Reason for the appointment (optional)' with a large text input box. At the bottom left are two buttons: 'Back' and 'Confirm'. A red box with the text 'Confirmation and textbox for any additional information.' has two red arrows pointing to the appointment details and the optional reason text box. Another red box with the text 'Click “Confirm”' has a red arrow pointing to the 'Confirm' button. A small note at the bottom right says 'Please note that practice staff other than the clinician may read this'.

6) Once successfully booked, the screen will then confirm your triage request. Please note – the time given is **NOT** an appointment. This time is a brief indication as to where your request has been added to the doctors triage list.

The screenshot shows the 'Appointment Booked Successfully' page. At the top is a navigation bar with 'Patient Services', 'Appointments', and 'Prescriptions'. On the right, there are links for 'My Account' and 'Log Out'. Below the navigation bar is a blue header with the word 'Appointments' and a user icon. The main content area displays the confirmation message: 'Appointment Booked Successfully' and 'Your appointment booking was successful.' Below this is the appointment details: 'Meadowbridge Surgery', 'Mon 25 January 2021 at 2:51 PM', '2:51 PM', 'Over 18's Flu', 'with Mrs Gail Booth', and 'Female'. There are also links for 'Save to Calendar', 'Print', and 'Appointments Home'. A red box with the text 'Confirmation' has a red arrow pointing to the appointment details. At the bottom is a footer with links for 'Help', 'Contact Website Support', 'Appointments', 'Prescriptions', 'Terms & Conditions', and 'Privacy Policy'.

### If Your Booking Was Not Successful

An error message will appear if your triage booking was not successful. This can happen when the triage slot chosen has already been taken (*shown in step 4*). Please try clicking on another slot and try again.

# Experiencing Problems with Patient Services

If you are experiencing difficulties with using your Patient Services please click “Contact Website Support” on the very bottom left hand side of patient services website



You will then be brought to a forum you must complete then click “Send”

Did you check the [Help](#) section first for a resolution to your problem?

Your Username

Your Name

☐ I don't know my practice ID

Practice ID

[I need help finding my practice](#)

Your Email Address

Confirm Your Email Address

Your Problem Area

Message

☐ I confirm that I understand this information will be sent to INPS and not my GP practice.  
I also confirm that I have not included any medical information on this form.

Complete forum then click “Send”

Patient Services will then be in contact with you regarding your issue. Please then contact Meadowbridge Surgery with what you require on **028 9335 3454**.