



Spring Newsletter

New On-Line Services

From March 31 2015, three new on-line services will be available via our new website address: eaglehousesurgery.co.uk. If you use the previous address: eaglehousesurgery.com, you will automatically be directed to the new site.

The new services are:

- pre-booking appointments on-line
- requesting repeat medication on-line
- viewing information from your medical records about allergies and adverse reactions to medication on-line

If you would to access any of the above services, please come into reception and ask for your individual on-line access letter. You won't be able to access on-line services without your letter, which will have a PIN number and access ID which will be unique to you. Each patient will need their own PIN and ID, and this also includes on-line access for children. After you have received your letter, please log onto the surgery's website: eaglehousesurgery.co.uk and follow the on-screen instructions. Please note you cannot request your on-line access letter by post, or by 'phone; it can only be issued in person at the desk.

Pre-bookable on-line appointments

A limited number of appointments will be available to book in each doctor's surgery in both mornings and afternoons up to **14 days in advance of the appointment**. They won't be available on Mondays or on the first day after a Bank Holiday (i.e. the Tuesdays after Easter Monday, and after the Bank Holidays on 4 May and 25 May). This is to maximise appointment capacity for all our patients, as Mondays are our busiest day. Please do not block book appointments. This is unfair to other patients, and to ensure this doesn't happen, we will be monitoring all the bookings being made. Please do not book GP appointments for minor illness, as appointments are available daily with our Triage Nurse. She can also book an appointment for that morning or afternoon with a GP if it is clinically indicated.

Requesting repeat prescriptions on-line

Please go to the website and select Prescriptions, then Repeat Prescriptions and follow the guidance. The established criteria of 48 hours from request to issue applies as usual. If you have nominated a Pharmacy under the Electronic Prescription Service, the prescription and medication will be available to collect directly from the Pharmacy.

Information about allergies and adverse reactions to medication

This extracted information from your medical records will also be available to view.

All of these services begin on March 31, and we hope you find them all to be very useful additions to surgery services.

GPs at Eagle House Surgery