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[www.jorvikmedicalpractice.co.uk](http://www.jorvikmedicalpractice.co.uk)

## Booking Appointments and Ordering Prescriptions 'On Line'

We are pleased to announce that patients are now able to book appointments, order repeat prescriptions and leave messages, via the Internet using our 'On Line' booking service.

This is a simple and straightforward process.

1. What will I need?
  - Access to the internet
  - A PIN Number
  - An Access ID
2. How do I get the PIN No and Access ID?
  - Please ask at reception and after checking your identity, you will be issued with a unique PIN No and Access ID generated by our computer system along with details of what to do next.
3. Once I have these details what do I do?
  - Log on to our Website: [www.jorvikmedicalpractice.co.uk](http://www.jorvikmedicalpractice.co.uk). Then choose either 'Making an appointment' or 'Repeat prescriptions'. Then click on EMIS online link for the relevant action i.e. appointment or prescriptions

The first time you use the service you will be required to CREATE AN ACCOUNT, using your PIN No and Access ID and enter a password. Once this has been done you will be able to log on and make appointments or order repeat prescriptions by following the instructions on screen.

### Appointments

- Only appointments with a doctor will be available on line. Any other appointments will still require you to ring the surgery.
- Please note the site that the doctor is sitting at when booking your appointment, this may change from week to week.
- Pre-bookable appointments can be made up to 3 weeks ahead in line with our practice policy.

DR M. WENDY EVANS | DR DAVID S. FAIR | DR DAVID C. HARTLEY | DR JULIA M. ALEXANDER |  
DR W. JOHN LOCKETT | DR NICOLA J. GILL | DR ANTHONY C. PEGRUM | DR J. BENJAMIN  
SHORTEN | SALARIED GP DR RACHEL GRAINGER | PRACTICE MANAGER MRS DANA HOMER

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- Next day appointments can be made **from 6pm** the day before.
- You are able to book a double apt.

### Prescriptions

- Only REPEAT prescriptions can be ordered 'On Line', these are the items shown on the right hand side of your prescription.
- Please state which surgery you wish to pick up your prescription from (2 working days as per our practice policy).
- It is advisable to check the progress of your prescription 'On Line' before calling to collect it. Please take note that on occasions a prescription request may be rejected in which case you will need to contact the surgery.

### Messaging Service

- It is possible to leave a message if you have any queries regarding the booking of your appointment or prescription request.

The practice reserves the right to withdraw Internet facility should it be abused.