

PENDEEN GP SURGERY

Patients' Online Appointment Booking Policy

Document Control

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B. Document Details

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Patients' Online Appointment Booking Policy

Before you begin to use the online booking service, please read the following policy and attached agreement regarding the booking of appointments over the internet. Please keep this policy for your own reference.

A document containing your pin number and log-on details will be provided to you as soon as the practice receives your signed consent form. Please keep this document safe as it contains your personal information.

When registered you will be able to:

- Find available appointment slots
- Book new appointments
- View appointments you have already booked
- Cancel appointments

Doctors Appointments

Please ensure that you book your appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor, contact us by telephone. Whilst we will do what we can for you to see the doctor of your choice this may not always be possible due to unforeseen circumstances, for instance if the doctor is on sick leave or annual leave.

Missed Appointments

If you are unable to attend your appointment, please let us know as early as possible. You may cancel it online or by telephone. This will allow us to offer the appointment to another patient.

We will be monitoring missed appointments on a regular basis. If you miss an appointment more than 3 times in one year we may remove the facility for you to use online booking, but you will still be able to book appointments with our receptionists.

Inappropriate Use

We are sure you will find this service useful. However, your access may be revoked if you abuse the service. For your access to be reinstated, you must liaise with our reception team.

Examples of what we would consider inappropriate use are:

- Booking appointments and not using them more than 3 times a year
- Booking appointments for other family members using your name.
- Consistently booking inappropriate appointments with the doctor

Appointments for Family Members:

Unfortunately, the system is not flexible enough to allow you to book appointments for family members unless you have been granted proxy access.

Under 16s: Online booking is only available to patients aged 16 and over.