



HEDINGHAM MEDICAL CENTRE

PATIENT ACCESS FOR ONLINE SERVICES

(This service is only available for patients aged 16 and over)

Introduction

To register for Online Access Patients must agree to the following Terms and Conditions before being given access to Online Services.

Terms and Conditions

- Patients must complete a registration form and return it to the Practice in person with photographic identification and proof of address in our catchment area.
- Applications are individual “one per email address”. Acceptance of one member of a family does not imply acceptance of other family members.
- Application for Online Access will not be considered for patients who are under the age of 16.
- Where access is granted a linkage key will be emailed directly to “the patient” and NOT to a parent (in relation to patients 16-18 years) or other party.
- If for any reason Online Access is refused this will be given in writing. A reason will only be given at the discretion of the Practice.
- The Practice will not allow misuse of the online system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system, a warning letter will be issued. Where the situation does not improve, access will be removed permanently and without further notice.
- Only medication that is on Repeat can be ordered online. It must match exactly the medication that is printed on the FP10 prescription. Please let us know if you have regular medication that is not on the list so it can be added.
- On receipt of your signed registration proforma, **please allow 5-7 days** before your registration document is emailed to you.

Name..... D.O.B.

Address.....

Postcode..... Telephone (home) (Mobile).....

I agree to the Terms and Conditions and wish to register to access my medical records for Patient Access.

EMAIL..... SIGNATURE.....

For office use only:	ID CONFIRMED BY	DATE
Photo ID Verified	Driving Licence/Passport/Other	Date Linkage emailed

10 Falcon Square, Castle Hedingham, Essex, CO9 3BY
T: 01787 461 465 w: hedmed.co.uk e: admin.castlesurgery@nhs.net

Dr W Littler • Dr R Silcox • Dr C Davies • Dr K Lethaby