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**Managing your Healthcare with Online Services**

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**There are a number of mobile apps that will support you to manage your healthcare and access our services online. They’re all fab. Our top recommendation would be *myGP.* From this app, you’ll be able to book appointments, request medication and even manage dependants!**

****You will be able to manage appointments online, but to do anything else, like requesting medication; we will need to provide you with some certain details to facilitate your access. We want to make sure your data and sensitive information is as safe as possible, so we’re going to need to see your photo ID before we can release these details to you. If you lose these details, please tell us as soon as possible, so we can reset your account details.

It’s also worth noting, that we’re unable to fully assist with helping get set up on the app. Please refer to our FAQ set up guide for help, and or visit the Blackburn Central Library on Wednesdays 10am – 12:30pm for a free drop in session on getting set up with the app.

**Our Practice Guidance for Online Services**

Appointments

Please only book appointments at the site you are normally seen at.

Dependants

Adult dependants can be added direct from the app, without practice input.

Teenage Dependants (12 – 15 Years old) need to give explicit consent to the practice to have their appointments managed by another. Please sign the consent form below. Please be aware that this *parental* access will automatically revoke at 16 years old.

To book appointments for your children (0-11 years) using the myGP app, you will only need to have them registered with your mobile number at your practice.

Inappropriate Use

We will be monitoring the use of this service and we are sure that you will find it most useful. If however we find that any users are abusing the service we will revoke access to the service and you will have to liaise with the reception team for services.

We would consider inappropriate use to be: Sending inappropriate or abusive messages, booking appointments and not using them more than 3 times in a year or consistently booking inappropriate appointments with the doctor.

The practice reserves the right to withdraw the service at any time without explanation.

**Registration:**

Name:

Date of Birth: \_\_/\_\_/\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I have understood and will adhere to the practice guidance for the use of Online Services. I understand that failure on my part to adhere to the guidance may result in my online services being terminated. I understand that this will in no way affect my registration with the practice.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_/\_\_\_\_/\_\_\_\_\_\_

**Teenage Consent:**

Name:

Date of Birth: \_\_/\_\_/\_\_\_\_

I hereby give permission for

to manage my appointments online. I understand that this access will revoke when I am 16 years old.

**Practice Use:**

Code:

* *EMISNQCO278: Competent to consent to online acces*
* *EMISNQCA110: Carer requested online access to patient record*
* *Task Admin Team informing teenage consent*

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_/\_\_\_\_/\_\_\_\_\_\_

**Practice Checklist for Registration for Online Services**

Patients ID

Patient understands Registration Process and the next step to

Registration

Patient given myGP FAQ and set up guide

Emis Number of patient: