



## Information Sheet

Trinity Court Surgery offers EMIS Access, a secure online system that is integrated with our practice appointments.

Through EMIS Access you can:

- Book or cancel appointments on-line  
To use the online facilities, you simply log into the EMIS Access website (accessible through our website at [www.trinitycourt.org.uk](http://www.trinitycourt.org.uk)). The service is free to our registered patients over **16 years of age**<sup>1</sup> and is available day and night, 365 days a year.

### Confidentiality and Security

Information sent via EMIS Access is encrypted. This means that information you send cannot be intercepted or read by others, and only you and the Practice are able to see your personal information. Our computer system is connected to EMIS Access through the NHS network, which is more secure than a normal internet connection. Personal information belonging to patients who do not request an EMIS Access account will not be accessible over the internet. We will only enable the internet access facilities if you request us to do so, allowing you secure access to your appointment details. Your other medical information will not be accessible. If you change your mind, you can ask for your EMIS Access account to be deactivated at any time.

### Requesting your EMIS Access details

If you wish to use EMIS Access you must complete an On-Line Booking Registration form.

These are available in Reception or on our Practice Website, which can be found at [www.trinitycourt.org.uk](http://www.trinitycourt.org.uk), Return your completed On-Line Booking Registration form to Reception or post it to Trinity Court Surgery.

**\*\* Please ensure that you sign and date the form where required \*\*.**

**Your account will be set up within 5 working days and your registration details will be mailed to your registered postal address. If this address is incorrect, please notify the surgery before completing a registration form.**

**For security reasons we cannot give out account details by phone or email.** If you have a condition that prevents you getting to the surgery, you may nominate a relative or carer to collect the details of your behalf (at your own risk) by adding their details to the Request Form.

<sup>1</sup> Patients under 16 years of age may be registered by a parent or guardian on behalf of the patient – Identification will be required.

# Trinity Court Surgery

## Creating your account

After you have obtained the letter containing your account details you must 'create your account' at the EMIS Access website (accessible via the Practice Website at [www.trinitycourt.org.uk](http://www.trinitycourt.org.uk)). You only need to create your account once.

It is important that you enter your details **exactly as they appear in the letter**. When you first create your account you will be asked to choose a password<sup>2</sup>. Please do not reveal this to anyone. If at any time you believe that someone else may have learnt your password or gained access to your account you should contact us as soon as possible. If you have difficulties registering your account, please contact us on 01789 292895 or email: [ben.evans@trinitycourtsurgery.nhs.uk](mailto:ben.evans@trinitycourtsurgery.nhs.uk)

## Terms and Conditions

While we will make all reasonable efforts to provide the Service, we will not be liable for any failure to provide the Service, in part or full, for any cause that is beyond our reasonable control. This includes, in particular, any suspension of the Service resulting from maintenance and upgrades to our systems or those of any party used to provide the Service. You must keep your Personal Details secret and take all reasonable precautions to prevent the fraudulent use of your Personal Details.

- This facility is currently available for **ROUTINE doctors' appointments only**, to discuss a single issue.
- ALL your currently booked appointments are viewable by you on-line; the Surgery has set a maximum of being able to book no more than one appointment at any one time on-line.
- ALL your currently booked appointments are able to be cancelled on-line; if an appointment booked on-line, is not cancelled without good reason, and results in a 'did not attend', the Surgery will revoke the use of On-Line Booking for a period of one month.

We reserve the right to change the Service from time to time and shall give you notice of any material changes. We may, where we consider it appropriate for you or your protection, suspend, withdraw or restrict the use of the Service or any part of the Service. We will tell you as soon as practicable if we take such action. We reserve the right to vary these Terms and Conditions and will give you notice of any material changes.

<sup>2</sup> If you forget or lose your password at any time, please contact Mr Ben Evans. The Practice will be required to issue you new registration details, and you will need to 'create an account' again as the Practice does not have access to your password information.