

In order to access the website, please allow 1 hour after receiving your login details and go to: [www.millrisemedicalpractice.co.uk](http://www.millrisemedicalpractice.co.uk) and follow the link on the home page to our 'ONLINE SERVICES'. This will then lead you to another website where you can enter your login details. Please ensure that you logout once you have finished.

In order to access these services, you will need a **USERNAME** and a **PASSWORD** which you must request at the surgery in person. The receptionist team will be more than happy to help you with this. This is so that your identification can be verified and so we will require photographic ID (e.g. driving license, passport, bus pass) Your username will consist of your first name, second name and date of birth and your password will be automatically generated by the computer. **WE ADVISE YOU TO CHANGE YOUR PASSWORD THE FIRST TIME THAT YOU LOG IN TO THE SYSTEM** (this needs to be at least 8 characters and include at least one number and one non-alphanumeric character e.g. "!" or "1").

## HOW DO I ACCESS THE ONLINE SERVICES?

**PLEASE ENSURE YOUR CONTACT DETAILS ARE KEPT UP-TO-DATE. WE NOW OFFER TEXT CONFIRMATION AND REMINDER TEXTS FOR YOUR APPOINTMENTS SO PLEASE LET US KNOW YOUR CURRENT MOBILE TELEPHONE NUMBER.**

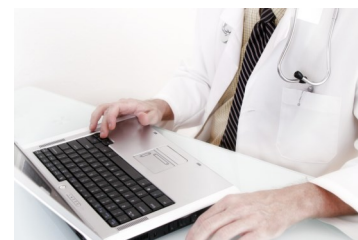
If you need any more help or advice with this, please contact Jackie Hargreaves, Office Manager who will be more than happy to assist you.

- This is what you are now able to do:
- Book routine appointments with our Doctors which at the moment can be up to 4 weeks in advance (you will also be able to see the last 5 appointments that you had at the Practice should you want this information for your records or for your employer)
  - Cancel appointments up to 1 hour before your appointment time which would help us with appointment availability
  - Order repeat prescriptions to be ready for collection 1 working day later after 3 pm, excluding Thursdays (these will still be processed in the same way as if they were dropped in to surgery so if they are not due or if the request needs to put through to the doctor then there may be a delay in collecting the prescriptions)
  - Update your contact details which is important to us
  - Submit general questions or messages to the Practice (We advise you to ring the Practice for any information or queries relating your health, medication or medical records)

## OUR ONLINE SERVICES



## Millrise Medical Practice



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