

Accessing GP services online - what you need to know



The services available online from your GP are:

Appointment booking - this system allows you to log into your online account and view a number of available appointments and book the one that is best for you, without having to phone up your GP. This also means that you can make or cancel an appointment even if the surgery is closed to calls, for example evenings or weekends.

Repeat prescription service - after you have been given your initial prescription, you can order repeat prescriptions without having to go into the surgery. This could save you time and make it easier for you to get your prescription when you need it.

Online health records - you can access some of your health records online, including test results. This means that you don't always have to call up the surgery if you have questions and can be useful to help you monitor your health, particularly if you have a long-term condition.

To sign up:

- Speak to the reception at your registered GP practice and let them know you would like to sign up for online GP services
- They will check that you are who you say you are; usually this means checking your ID and sometimes asking for proof of your address too
- Once the surgery have confirmed your identity, they will give you information about the website you need to visit, your username and a password
- When you visit the website you can log in using your username and password and start using online services.¹

If you'd like to build your confidence using the computer, you can visit:

- Ashford Library, 34 Church Road, Ashford, Middlesex, TW15 2XB
- Banstead Library, The Horseshoe, Bolters Lane, Banstead, SM7 2AW
- Camberley Library, Knoll Road, Camberley, Surrey, GU15 3SY
- Cobham Library, Cedar Road, Elmbridge, KT11 2AE
- Cranleigh Library, High Street, Cranleigh, GU6 8AE
- Dorking Library, St Martin's Walk, Dorking, RH4 1UX
- Epsom Library, 6 Derby Square, Epsom, Surrey, KT19 8AG
- Farnham Library, Vernon House, 28 West Street, Farnham, Surrey, GU9 7DR
- Godalming Library, Bridge Street, Godalming, Surrey, GU7 1HT
- Haslemere Library, 91 Wey Hill, Haslemere, GU27 1HP
- Leatherhead Library, 68 Church Street, Leatherhead, Surrey, KT22 8DP
- Redhill Library, Warwick Quadrant, Redhill, RH1 1NN
- Sunbury Library, The Parade, Staines Road West, Sunbury-on-Thames, TW16 7AB
- Walton Library, 54 The Heart, Walton-on Thames, KT12 1GH
- Weybridge Library, Church Street, Weybridge, KT13 8DE
- Woking Library, Gloucester Walk, Woking, Surrey, GU21 6EP

¹ For more information about GP services and online facilities, see: <http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/gp-online-services.aspx>