EMIS Access at The Red House Surgery
www.redhousesurgery.nhs.uk

All patients registered at the Red House Surgery have access to the following online services:

- Booking and cancelling doctors' appointments
- Ordering repeat prescriptions
- Updating personal details

Every member of the family will need to be registered and will receive individual passwords, but it is recommended that parents of children under 16 book appointments for their children. When a child reaches 16 they should contact the surgery for their own personal password. Patient access to this facility is monitored by the surgery and any patient misusing the system will unfortunately have their access suspended.

To Register:

- Go to the surgery at **www.redhousesurgery.nhs.uk** and select the "Sign in" button in the top right hand corner of the screen, which will re-direct you to **Patient.co.uk**.
- Select the green "Register" button. When asked if you have been given a PIN/Access ID, select "no".
- You will then be asked to search for the surgery via our postcode, which is **CB4 1ER**. Select "96 Chesterton Road" from the list and click "next".

Follow the on-screen prompts to register your details and select your password and security questions. **Please ensure that your contact details are up to date and remember to make a note of your User ID and PIN.** Once registered, you can log in with your User ID and password**.** If the Practice ID box is blank, please enter **4234**.

Conditions of Use

Appointments
You can view any appointments already made, cancel them if necessary or book a new appointment. Only 2 appointments can be booked at any one time (If more than two are required then please phone the surgery in the usual way). When you book an appointment online, you will receive confirmation immediately – there is no need to re-confirm, just arrive promptly on the day.

Please note that only 10 minute appointments for a named male or female doctor can be booked online. **Please do not book two consecutive appointments**.

Please note that **you cannot book nurse appointments online**. The following procedures should be carried out by a nurse and we would therefore ask you to phone the surgery to book an appointment: blood tests, blood pressure, repeat pill checks, injections, wound dressings or removing stitches, cervical smears, ear syringing and swabs.

Repeat Prescriptions
Repeat prescriptions can be ordered by ticking the boxes for those you require. A message may be added, for example, if you are ordering before the medications are due because you are going on holiday. Please allow 2 working days for the prescription to be processed.

Change of contact details
Please ensure that change of contact details are recorded for all members of the family. Changes made through this service are subject to approval by the practice.

All personal information contained on EMIS Access is protected using the highest standard internet security.

If you have any problems please contact surgery staff who will be very happy to help you. We are continuing to offer all our normal services.