

## What is Vision Online Services?

Vision Online Services allows patients to:

- Order repeat prescriptions online
- Make appointments online
- View your own medical record online

using your computer, tablet or smartphone rather than having to phone or visit your practice

**N.B. Only the Repeat Prescription Ordering module is currently available at Tweeddale but the ability to make appointments and view your own medical record may become available on your account in the future.**

## What are the benefits of online services?

Online services will allow you to request repeat prescriptions at a time that is convenient to you – day or night (and hopefully book and cancel appointments in the future). It can also mean not having to travel to the surgery or chemist and can free up phone lines for people without access to a computer. This can be particularly helpful for people who live with a long-term condition that needs regular monitoring and frequent prescriptions.

## Why are you doing Vision Online Services?

Online services are already available to all patients in NHS in England. As a practice, we have chosen to purchase this extension to our clinical IT system as we feel that access to online services can help patients be more involved in managing their healthcare in a more convenient way.

## How can I get access to my GP Record?

Generally, you will need to fill in a short form and bring proof of your identity into the surgery so that we can provide you with a unique Ticket Code. Please speak to our practice receptionists who will advise you how to do this.

## How can I be certain that no one else can get access to information from my GP record?

Only you will be given access to your record. When you sign-up to Vision Online Services, you will be given a Ticket Code to set up your own secure login and a password. These details are unique to you and, along with your personal information, will not be shared with anybody else unless you choose to let them see it. This is no different to how you would access other online services, for example banking.

## Where is my information stored?

Patient information is stored within the IT system the practice uses and within the practice paper records.

## Will my carer be able to see my record?

If you want your carer to see your record this can usually be set up for you. Please contact your practice to talk about what you need to do.

## How will you avoid patients being forced or misled into providing access to their information?

Each request to register will be considered on a case by case basis. Sometimes it is in the patient's best interests for a relative or carer to have access and this is also something that will be looked at on a case by case basis at practice level. We are able to refuse or withdraw access to a record if there are any have concerns.

## If I don't have a computer, tablet or smart phone what will it mean for me?

Online services are an extra option for those who wish to use them and will not replace other ways of contacting your practice such as by phone or in person. By freeing up phone lines and reducing the need for people to visit in person, it is hoped that patients who don't have a computer will find it easier to contact their practice.

## Is there any help in getting started on the internet?

There are a number of different services for people who want to get onto the internet. Many are provide by local authorities, colleges and charities. The best place to start would be your local library.



Mon - 10:00 - 20:00  
Tue - 10:00 - 18:00  
Wed - 10:00 - 13:00  
Thur - 10:00 - 20:00  
Fri - 10:00 - 18:00  
Sat - 10:00 - 13:00  
Sun - Closed

Airds Crossing High Street  
FORT WILLIAM PH33 6EU

01397 703552

Email Us

[fortwilliam.library@highlifehighland.com](mailto:fortwilliam.library@highlifehighland.com)