

## Online appointments and prescriptions

From October, patients will be able to book routine GP appointments and order repeat medications online. The service is offered through Patient Access UK. This is part of our new clinical system, Emis Web.

Patient Access provides practice services to patients over the internet. Patients can use Patient Access from a PC or from any other device that they use to access the internet. For mobile phone users, there is now a Patient Access app available to download through iTunes or the Google Play store.

### Book your next appointment online

You can view, book and cancel appointments at your convenience.

- Quick and easy to use,
- Avoid busy telephone lines,
- Access out of practice hours (24/7),
- Electronic management of your appointments.

### Request repeat prescriptions

Access a list of your repeat medication and request a repeat prescription.

- Your request is authorised online by the practice, so you know when it's ready to collect,
- Avoid queues and busy telephone lines,
- Minimise your trips to the practice.

### Dispensing patients

Order your medication online and then make one visit to the practice to collect your medication.

### Non- Dispensing patients

Order your medication online, and then either collect your prescription from us or from your pre-selected pharmacy.

We will be changing our current service of online ordering of repeat medication and moving to the Patient Access system. The new system will automatically show you your list of repeat medications and you simply tick which you want to order and submit it to us.

***N.B.*** To activate your account fully and enable you to use all Patient Access functionality, patients must also visit the practice, with proof of identity (two items).

### To register for Patient Access visit:

<http://www.patient.co.uk/patient-access.asp>

### To download the app:

Patients with a Smartphone (Android and IOS users) can download the app from [www.patient.co.uk/accessapp](http://www.patient.co.uk/accessapp)

Or search for 'Patient Access' in the Google play store and iTunes store.



## Knoll Surgery

Princeway Health Centre  
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Frodsham  
Cheshire  
WA6 6RX

## Kingsley Surgery

Brookside  
The Hurst  
Kingsley  
Frodsham  
WA6 8AR

## Contact

General Enquiries:  
08444 773936  
Or:  
01928 730129  
Prescriptions:  
08444 773397

[www.theknollsurgery.co.uk](http://www.theknollsurgery.co.uk)

## Dr Hatt has retired

At the end of August 2013 Dr Hatt retired from The Knoll. We would like to thank her for her 31 years of service to the Knoll Surgery and to the patients of

Frodsham, Kingsley and surrounding areas. Dr Hatt leaves with our best wishes for the future.

## New GP Dr T Ashton

With the retirement of Dr Hatt, we welcome our new associate partner, Dr Tiina Ashton.

Dr Ashton has come to us from a surgery in Warrington. We would like to welcome her to the area and our practice.

## Sr Fran Holland Joins nursing staff

A not so new addition (12 months ago!) to our nursing staff is Sr Fran Holland. She is our lead practice nurse and mainly manages the chronic disease

clinics such as Asthma, COPD, etc. She also deals with Child immunisation and Women's Health.

## Calling the Knoll by Phone

Following guidance from our Patient Participation Group we have made arrangements for an 01928 telephone number to be made available to enable contact by phone via a standard BT telephone number. We must point out that this is a single line into the Practice and joins into the 0844 network. It does not 'jump the queue' in any way and if

someone else is using it an **engaged tone** will result. You we need to re-dial, you may be charged by your telephone system supplier if you use an automatic re-dial service. The number is: **01928 730129**

The practice is re-negotiating with our telephone system supplier. More news soon.

## Incredible Edible

Incredible edible is an organisation from Todmorden, West Yorkshire. They organise, maintain and manage community growing of herbs and vegetables. It is run by a group of volunteers that grow herbs and vegetables to be picked and used by the community, for free!

Here at Princeway Health Centre you will start to see planter boxers placed around the

building and will house herbs and vegetables to be planted, grown and used for the local community.

This is a community minded project that has been spread to countries such as France, Portugal, Australia and USA, to name a few.

For more information on Incredible Edible, visit their website at:

[www.incredible-edible-todmorden.co.uk](http://www.incredible-edible-todmorden.co.uk)