**Gildersome Health Centre**

Terms and conditions of accessing online services.

* **It is your responsibility to keep your login details and password safe and secure and any details for any other accounts you have access to as parent ,carer.**
* **If you forget your password you will need to contact a member of staff to reset your password .We will need to ask security questions even if we have a copy of your ID scanned on to your records.**
* **The Practice may not be able to offer online access due to various reasons, if it is deemed that it may be harmful to the patient.**
* **The Practice has the right to remove on line access at any time.**

**Reasons for removal can include but are not limited to**

* **Repeated booking and cancelling, potentially blocking other patients from booking appointments.**
* **Not attending an appointment, as soon as one appointment is missed then access to booking appointments will be removed and reinstated at the manager or Doctors discretion.**
* **If you suspect that your record has been accessed by someone not authorised by yourself to view your record then you need to change your password straight away.**
* **It is your choice if you wish to share your information with others such as family members.**
* **If you think at some point you may be pressured by someone to disclose information against your will then it is best not to register for online services for your own protection.**
* **Please note : Telephone appointments show a specific time when booking online, and are not to be confused with face to face appointments .The GP cannot phone at a specific time due to the nature of Health Care. He /she will phone anytime that day, usually up until 3.30 pm.**

**\*\* Please read this information carefully as it is important you fully understand before signing up to online services \*\***