


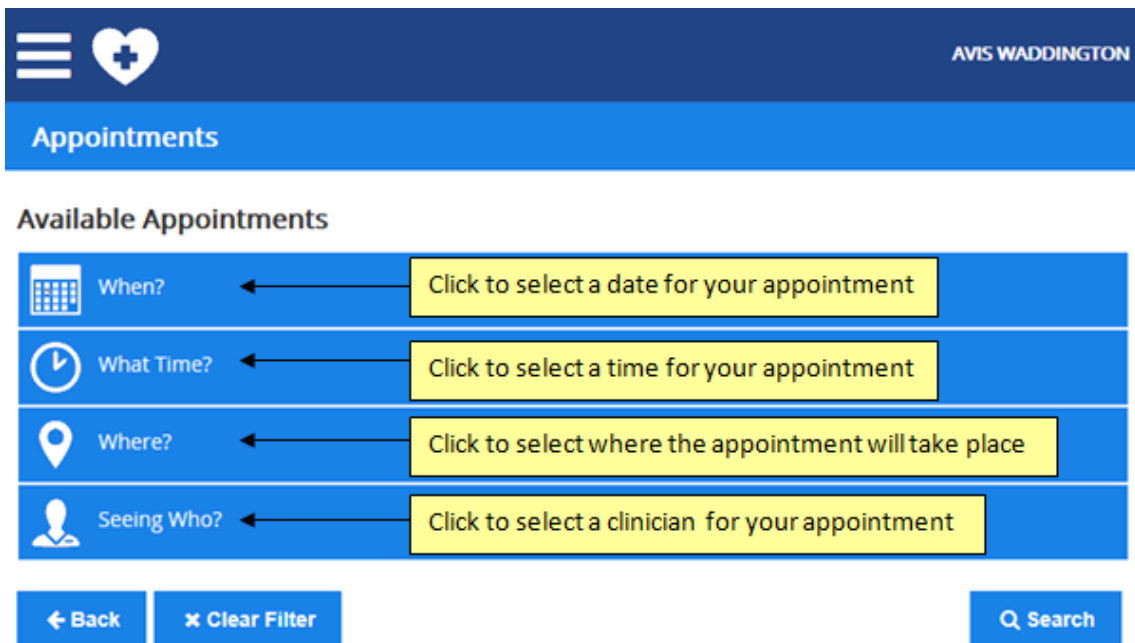


Patient Services - Making and Cancelling Appointments

Once you have registered for Patient Services, you can make, view and cancel your appointments at your GP practice, day or night, from anywhere with internet access.


How do I Book an Appointment?


1. Log in to www.patientservices.co.uk in the usual way.
2. Select **Appointments**, and the Appointment screen is displayed showing general appointments advice from your surgery and any appointments you already have booked.
3. To book a new appointment, click **Add New Appointment**

4. The **Available Appointments** screen is displayed, If you want to fine tune the appointments displayed, click each option and select your appointment preferences:

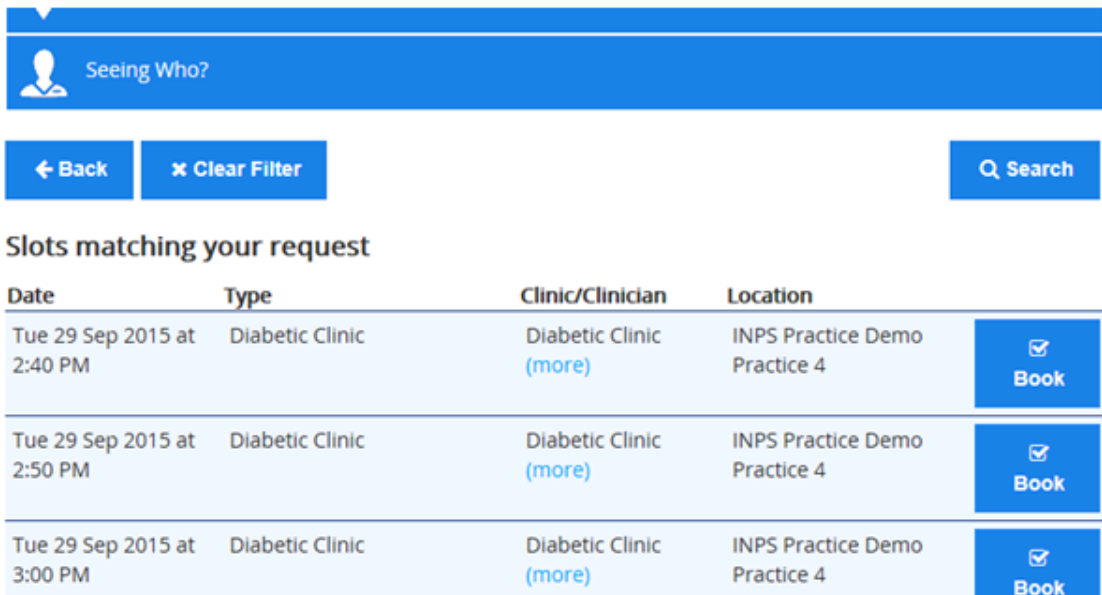





The screenshot shows the 'Available Appointments' interface. At the top, there is a navigation bar with a menu icon, a heart with a cross icon, and the text 'AVIS WADDINGTON'. Below this is a blue header with the word 'Appointments'. The main content area is titled 'Available Appointments' and contains four filter options, each with a yellow callout box: 'When?' (calendar icon) with 'Click to select a date for your appointment', 'What Time?' (clock icon) with 'Click to select a time for your appointment', 'Where?' (location pin icon) with 'Click to select where the appointment will take place', and 'Seeing Who?' (person icon) with 'Click to select a clinician for your appointment'. At the bottom, there are three buttons: '← Back', '× Clear Filter', and 'Q Search'.

Available Appointments

5. If you have fine tuned the search, click **Search**  to run the search on your selections.

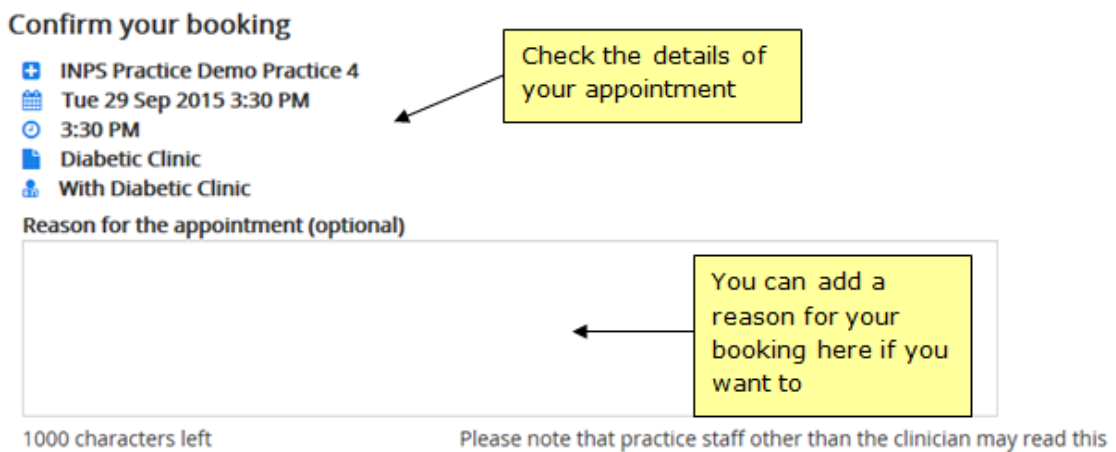
6. The **Slots matching your request** list is displayed, select the appointment you require and click **Book** .








Date	Type	Clinic/Clinician	Location	
Tue 29 Sep 2015 at 2:40 PM	Diabetic Clinic	Diabetic Clinic (more)	INPS Practice Demo Practice 4	
Tue 29 Sep 2015 at 2:50 PM	Diabetic Clinic	Diabetic Clinic (more)	INPS Practice Demo Practice 4	
Tue 29 Sep 2015 at 3:00 PM	Diabetic Clinic	Diabetic Clinic (more)	INPS Practice Demo Practice 4	

Appointment List

7. The **Confirm your booking** screen is displayed. Check the details carefully and enter a **Reason for the appointment** at this point should you want to.



Confirm your booking



-  INPS Practice Demo Practice 4
-  Tue 29 Sep 2015 3:30 PM
-  3:30 PM
-  Diabetic Clinic
-  With Diabetic Clinic

Reason for the appointment (optional)


1000 characters left Please note that practice staff other than the clinician may read this


Confirm your booking screen

If the appointment you have selected is a Travel Clinic appointment, you are asked to select a country.

8. Click **Confirm**  to book the appointment.
9. The **Appointment Booked Successfully** screen is displayed along with your appointment details (please make a note of these).
10. (Optional) Click **Save to Calendar**  **Save to Calendar** to save the details to your electronic calendar.



11. (Optional) Click **Print**  to print your appointment details.

 **Note** - If your practice has enabled reminder emails/SMS, you will receive a reminder email/SMS before your appointment is due.



If your appointment booking fails, the "Your booking was not successful, there was an error while attempting to book your chosen appointment" message is displayed.

Click **Add New Appointment**  to reselect and book the appointment.


How Do I Cancel an Appointment?

If you no longer require an appointment, it is important that you cancel it as soon as possible. Failure to cancel an appointment before the appointment time results in it being recorded as a did not attend (DNA) appointment.

To cancel an appointment:

1. Log in to www.patientservices.co.uk in the usual way.
2. Select **Appointments**, and your Appointments screen is displayed.
3. Any appointments you have booked, whether they were booked at the practice or online, are displayed. You can see the date, time, clinician and location of the appointment(s).
4. Select the appointment you wish to cancel and click **Cancel** .
5. The **Cancel your appointment** screen is displayed.
6. Select a cancellation reason from the drop down list.
7. Click .
8. If successful, the **Appointment Cancelled Successfully** message is displayed. You may receive a cancellation confirmation email and/or SMS message (depending on the preferences of your practice).

If unsuccessful, the **Cancel Appointment: Failed** message is displayed, click **Back** to return to the Cancel Appointment details.

 **Note** - Depending on the set up at your GP practice, there may be a cancellation cut off period. This prevents you from cancelling an appointments online a certain amount of time before the appointment, for example within 30 minutes of the appointment time. If a cancellation cut off is relevant and you are prevented from cancelling the appointment, you must contact your practice prior to the appointment time to cancel.
