

Buckingham Terrace Medical Practice
On Line Access

Practice Policy and Guideline

We would like you to be able to use the on line facility as a useful additional tool for accessing our services. To achieve this may we draw your attention to the following;

1. On line access is for booking **routine face to face appointments with GPs only**. If you are **not sure** whether you need to see a GP or a nurse please **don't book** an on line appointment instead please call the practice on 0141 2116210. We reserve the right to refuse seeing you for a wrongly booked appointment.
2. If you need an “**on the day**” appointment” or if you need to be seen as an “**emergency**” or if you need a “**house call**” then you **MUST call** our reception staff on **0141 211 6210** during our opening hours.
3. You can book an appointment up to 4 weeks in advance.
4. It is your responsibility to cancel the appointment you make. You can do this on line or by contacting us on 0141 211 6210. So that we can offer your unwanted appointment to some one else we would ask you to cancel your appointment at least 3 hours in advance.
5. If you miss an appointment without cancelling it in accordance with (4), we will remove your online access without notification.
6. The only way that this service will work to our mutual benefit is for us to work together. Inappropriate use of the online access will not be tolerated and will result in the removal of your on line access.
7. Your comments will assist us to adjust and improve the service. Please feel free to pass your observations to any member of our team.
8. The On Line Access is a Buckingham Terrace Medical Practice initiated service and we reserve the right to amend or cancel the service.