

## **Appointments -**

Can be made up to 4 weeks in advance using the online service any time of day. On the day appointments are for urgent matters and are released at 8am.

## **Repeat Prescriptions -**

Can be ordered online , saving a trip or phone call to the surgery. Your medication will be waiting for you in 48 hours.



## **Coltishall Medical Practice**

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

**We hope that you will find this a reliable and efficient service but if you have any problems please contact us in surgery hours.**

**01603 737593**

Coltishall Medical Practice  
St.John's Close  
Coltishall  
Norfolk NR12 7HA

COLTISHALL  
MEDICAL PRACTICE

## **How to make appointments and/or order repeat prescriptions online**



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

## Registering for and using online services

Please ask the receptionist to register you for online services. You will be provided with:-

- PIN
- Practice Number
- Access ID
- NHS Number. This is very important and confidential information, please keep this safe.

Key [www.coltishallsurgery.co.uk](http://www.coltishallsurgery.co.uk) into your internet browser.

Click on online appts/prescriptions from the tool bar. This takes you to a registration page called EMIS ACCESS (this is the name for our computer software).

If you haven't used this service before you will need to create an account - click the text "create your account". (see view of computer screen on next page), complete your personal details, choose a password and submit.



In cooperation with [emis](#), our computer system supplier, we're providing a service that enables you access to your healthcare online. Once you've created an account you will be able to use the on-line services of your practice. These may include appointments, repeat medication, secure message, medical record view and updating your personal information. (Need help signing in?) Please read the [terms of use](#) and the [information about your privacy](#) which apply to this website.

**Existing Users Sign In**  
(New users [create your account here](#))

Practice ID Number:

Access ID Number:

Password:

Access to this system is permitted to authorized users ONLY.  
Unauthorised attempts are considered a criminal offence and could be prosecuted.

Once registered, return to the home page and sign in using your Practice ID, Access ID and your chosen password. This is all you have to do each time you revisit online services.



[Home](#) | [Logout](#)

**Welcome!**

You last logged in on **Thursday 14 April at 09:24**  
If this is not correct, please log out immediately and contact your practice as soon as possible for advice.

- [Change your Password](#)
- [Logout](#)



### Appointments

[Book a New Appointment](#) ←

You don't have any appointments booked at present



### Repeat Prescriptions

[Make a request](#) | [See requests detail](#) | [list of your repeat prescriptions](#)

**You don't have any repeat prescription requests waiting**

[Terms of use](#) | [Privacy Policy](#)

### Booking an Appointment

- Click on 'Book a New Appointment'

All available appointments for the next 4 weeks will be shown on the screen. Appointments at our Branch Surgery at Spixworth are labelled "Spix", all others are at Coltishall surgery.

- Click the time and day that suits you. Another screen will appear confirming this.
- Click on "Book". Print a copy if required. You can also cancel the appointment if you change your mind now or later.

### Ordering a Repeat Prescription

- Click on "[Make a request](#)"
- Follow the screens for information, requesting your medication and pick up point.

**DON'T FORGET TO LOG OFF AND KEEP YOUR ID DETAILS SAFE.**