

2017

THE HAVEN



THE HAVEN PRACTICE

Patient Access

Patients under the Age of 16

As guidelines for Patient Access have changed we have amended our Protocols at the Practice for Patients under the age of 16 years old.

With immediate effect any Patient that was registered for access under the age of 16 for any of the services offered has now been suspended.

This includes:

- Making Appointments
- Request Repeat Prescriptions
- Detailed Coded Record Access including Letters and Documents

This means that for any Patient under the age of 16 you will not be able to use any of these services or gain access to the Account.

After consultation with NHS England and following national guidelines we have made a Practice decision to offer only the following services to under 16's.

- Making Appointments
- Request Repeat Prescriptions

In order to use these services you will need to re-register, a Parent/Guardian may apply for access for their child under the age of 11.

Between the ages of 11 and 16 the Patient will be required to complete the Patient Access form and if permitted give Proxy Access to the Patient/Guardian. In all cases the Patient must complete and sign the form at the Practice in person.

At the age of 16, Patient Access will immediately be suspended and the Patient will need to re-register at the Practice for access, no proxy access will be given to a Parent/Guardian.

If you would like to re-register for these services please let us know so that we can send you a new registration form which will need to be completed and submitted to the Practice. A Password and Pin will then be generated for access.

A copy of the registration form will be available on our website or from Reception in early September.

Meantime if you need to make an appointment you can register the child under your name and change when you arrive at the Practice. For repeat prescriptions you can email, fax or write to us.

