

## Patient Partner (PP) 24/7 Automated Telephone Booking – FAQs for users

### Q How do I use Patient Partner (PP)

#### A Telephone the surgery and choose Option 1 from the main surgery menu

You will be transferred to the Patient Partner menu.

You must be a fully registered patient of Charter Medical Centre.

You will be prompted to key in your date of birth followed by the star key (DD/MM/YYYY\*)

You will be prompted to key in any current telephone number that we have on record for you (mobile or landline) followed by the \* key.

If either is unrecognised, you will not be able to use Patient Partner – follow the prompts to return to the main Surgery Menu and press 2 to speak to Reception.

If you update your telephone number please wait 24 hours before using the service.

You can use Patient Partner in 3 different ways:

1. To book a new appointment press 1	You can use this service without a PP PIN
2. to check, cancel or amend an existing appointment press 2	You can use this service without a PP PIN
3. to order a repeat prescription press 3	You will ALSO need a PP PIN - see 'About my PP PIN'

### Q About my PP PIN

PP PIN allows access to information about your existing appointments and prescriptions so we need a high level of identity documents (ID) before giving you a PIN. See the list of acceptable documents on our website and in surgery.

PIN numbers will only be issued to patients aged 16 and over

Please note that your Patient Partner automated telephone account and your SystemOnline online account are different accounts with different PINS

**We will issue a temporary PIN based on your Date of Birth. We strongly advise you to change your PP PIN immediately using the PP system:** follow prompts to the Prescription menu (you do not need to order a prescription). After advising you of Regular items available to order you will hear the Option to Change your PIN

#### Newly Registered patients

During the registration process, patients who show high level ID will have the option of signing a PP PIN consent. We will send your PIN to your registered email or mobile telephone number. We can only do this after you have *verified* your email or text number as part of the registration process; please follow carefully the email and / or text verification instructions we will send you shortly after registration.

### Q What are the appointment options on PP?

A Outside of the flu season our main booking options are as follows (you will be asked to have a preferred date ready because some menu options will ask for one):

1. To book an appointment with a **Doctor or Advanced Nurse Practitioner** press 1
2. To book a **Blood test** press 2
3. To book a **Cervical smear test or Child's immunisation** press 3
4. To return to the Main Surgery Menu press 0

5. To hear these options again press the \* key

**If you chose Option 1 you will hear:**

“Advanced Nurse Practitioners can diagnose, prescribe and refer and should be booked as an alternative to a Doctor. Please note that they are not part of our nursing team and must not be booked for any of the routine nursing appointments as listed on our website”.

1. For an **Urgent** appointment today with a **Doctor or Advanced Nurse Practitioner** press 1
2. For the **First routine** appointment with a **Doctor or Advanced Nurse Practitioner** press 2
3. For a **Routine** appointment with a **Male Dr** press 3
4. For a **Routine** appointment with a **Female Dr or Advanced Nurse Practitioner** press 4
5. To return to the Main Surgery Menu press 0
6. To hear these options again press the \* key

**Q I was told to have my preferred date ready but I was not asked to choose a date**

**A** Not all menu options will ask you for your preferred date.

For instance, the following menus will look for the earliest appointment on the first available date:

- **First Available** Routine appointment with **any GP or ANP**
- **First Available** Routine appointment with **any Male GP**
- **First Available** Routine appointment with **any Female GP or ANP**

If you do not want to book the appointment you are offered, Navigation prompts will tell you how to move to an alternative date. See Navigation Options below.

Please note that Navigation options from the ‘Urgent appointment **today**’ menu will be limited

**TIP: to start your search on a specific date** , select the menu for either a Male or a Female Doctor or ANP, and then choose a named Male or Female GP or ANP. You will be asked for your preferred date and your preferred time of day.

**Q What are the standard Navigation options ?**

**A whenever you are offered an appointment you will hear some or all of the following options:**

- 0 book this appointment
- 2 next available appointment
- 3 next day’s appointments
- 4 previous day’s appointments (if applicable)
- 5 first available appointment (the earliest appointment on the first available date)
- 6 last available appointments \* (the latest appointment on the last available date – this may be several weeks in the future)
- 7 first appointment of the day (refers to the day on which you are being offered an appointment)
- 8 last appointment of the day (refers to the day on which you are being offered an appointment)

**Q I was asked to choose my preferred time of day and I chose the last appointment of the day but I was only offered morning appointments.**

**A** The clinician currently selected does not have later appointments available to book on that date. Try some different dates.

**Q I wanted an Urgent appointment today but there are none.**

**A** When all the Urgent appointments are gone, if you feel that for medical reasons you cannot wait for the first routine appointment, return to the Main Surgery Menu to speak to a receptionist.

**Q How do I leave Patient Partner and return to the Main Surgery Menu to speak to a receptionist ?**

**A** Wherever possible the booking menus will offer the option of pressing ‘0’ to leave Patient Partner and rejoin the Main Surgery Menu.