



## **TABLED QUESTIONS FOR MEETING 7 NOVEMBER 2016**

- 1. Can patients sign up to order prescriptions on-line, without signing up to access to their records?**

When patients sign up to order prescriptions on-line, this function automatically gives them access to the following information: Problems; Consultations; Medications; Immunisations & Allergies. If patients prefer not to have access to all these services, the alternative would be to email prescription requests to [prescriptions@paxtongreen.nhs.uk](mailto:prescriptions@paxtongreen.nhs.uk)

- 2. When patients have been abusive, aggressive or non-co-operative with reception staff is there an automatic follow-up procedure in cases where the identities of the patients are known?**

Patients that have been particularly rude or aggressive towards any staff member are sent a warning letter - this is in line with contractual requirements. If, however, there is a further incident, removal would be considered. Each case is considered on an individual basis and no patient is removed without authorisation of the Partners of the practice.

**Dr Stephen Miller  
November 2016**

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