

For Immediate Release

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## WEBSITE IS A HIT WITH PATIENTS



A small number of GP practices in Oldham are leading the way with innovative internet-based appointment booking systems.

This is helping patients book appointments to see their doctor, arrange prescriptions and in some cases request repeat prescriptions more easily

Lees Road surgery is one of these practices and has a website that patients such as Trevor Jones, 70, thinks is so good he has been promoting it to other GP practice patients!

Trevor, who is a member of Lees Road practice's patient participation group, said: "I think it's excellent and so simple and easy. It means I can go online to book appointments when it suits me, whether that's at eight 'o' clock at night or six thirty in the morning. I use the practice website regularly to book appointments and arrange prescriptions because all the information I need is there and it's secure. GP phone lines and receptions are busy places, so I don't need to wait to get through on the phone or find out if the doctor I want to see is available – it's all online!"

Alison Wallace, Lees Road practice manager, said: "We currently have 400 patients registered to use this service, but we hope that as more people see how easy and convenient it is, more will want to sign up. It is a secure system. Patients create their own account by registering at the practice and they then get their login details. It means patients can track prescriptions and request delivery. They can also book and cancel appointments when the surgery is closed and there is less room for error."

Patients can also book appointments through [www.patient.co.uk](http://www.patient.co.uk) and digital television, as well as ringing the surgery itself.

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### PHOTOCALL

**Event:** Practice manager Alison Wallace, patient Trevor Jones and GP Dr Mistry will be showing off their website which makes it easier for patients to book appointments

**Venue:** Lees Road surgery, Oldham

**Date:** Wednesday February 7, 2008

**Time:** 1pm

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