

## Downing Street Group Practice

4 Downing Street  
Farnham,  
Surrey, GU9 7PA  
Tel.: 08444 125 888  
Fax: 01252 717076



## COMMUNICATIONS INFORMATION FROM DOWNING STREET

*Did you know.....?*

As well as calling the surgery to speak to one of our receptionists, doctors' appointments can be booked, changed or cancelled via our automated telephone system or on the internet. You can also order your repeat prescriptions online.

Read on for further details.

### **Automated telephone system (Patient Partner)**

No need to register. Just dial the surgery number, 08444 125888, then press 2 to connect to the automated system. It will ask you to key in your date of birth in 6 digit format (for example you would enter "04 08 72" for 4<sup>th</sup> August 1972), then enter your telephone number, with or without the STD code, followed by the \* key. The system will recognise the main number we hold for you, usually your 01252 landline number, rather than your mobile. If you have any problems, please ask a receptionist.

Once you have correctly entered your date of birth and telephone number you can book the next available routine appointment or an appointment with your doctor of choice, by following the simple recorded instructions. You can also review or cancel appointments held in our system.

### **On the Internet**

You can register by coming to reception with some photo ID. We will generate a registration letter containing the PIN codes needed to set up your account online. Look after this form carefully until you register, and consider destroying it afterwards. If you lose the form or if it is stolen before you have entered your password and security details, contact the practice straight away, by telephone or in person. To register, go to <https://www.emisaccess.co.uk>, or use the link on the Downing Street Surgery website: [www.downingstreetsurgery.co.uk](http://www.downingstreetsurgery.co.uk) and complete the registration screen.

Once registered, using your ID number and password, you can log in at any time and make or change appointments and even order repeat prescriptions.