



Patient Portal Guide

As you may be aware we have recently moved to a new software system, Qinec. One of the main benefits to our patients will be the 'Patient Portal'. This will enable you to have access to booking your own appointments online as well as being able to view test results and some documents online.

The aim of this guide is to help you navigate the system with ease and to explain some areas more clearly.

Registering and logging in

You will have been sent a time sensitive link to register yourself (and any children) by email. Please follow the instructions given on this email and use the username provided (see below) to log in and create a password/ security questions. If for some reason you did not receive an email from us or have missed the 48 hour window to register, please contact reception and another email can be sent to you.

Your username will be the email address you have registered with us. **Please note that we are unable to have two patients registered with the same email address.** Therefore if you have children, their username by default has been created by prefixing their first name to your own personal email address. For example, if your child is named Leo and your email address is patient@yahoo.co.uk, your child's username will be leo@patient@yahoo.co.uk.

Home Page

When you first log in, you will see your home page (below). This shows you the details of any upcoming appointments. You are able to cancel appointments here, although this can only be done online if it is more than 24 hours before your appointment. After this time, please telephone reception.

Welcome
Log Off

[Home](#) Welcome to Courtfield Private Practice
[My Details](#) This is the first time that you have logged on. We strongly suggest that you change your password now. To do this, click on 'My Details'.
[My Appointments](#) Please note that appointments can only be cancelled online with more than 24 hours' notice. After this time, a cancellation fee will apply and you will need to telephone our reception team on 020 7373 3541 to cancel your appointment.
[My Forms](#) **Your Forms**
You have 1 new form.
[Book Appointment](#) **Your Coming Appointments**
[Log Off](#)

Date	Time	Practitioner	Location	
16/08/2016 (Tue)	08:30	Dr Tim Ladbrooke	Courtfield PP	Cancel

Book an appointment online

On the left hand side of the screen you will see a navigation bar. These will be explained in detail on the following pages.

My Details

In this tab you will be able to update phone numbers and your email address. If you need to amend or change your postal address, then please telephone reception.

You do not need to worry about the marketing tick boxes at the bottom of the page.

You are able to change your password on this screen.

My Appointments

This tab enables you to see any upcoming and previous appointments that have been booked either online, by phone or in person. You can also book an appointment through this screen.

My Forms

We may upload forms to the patient portal for completion ahead of your consultation and these will be found in the “My Forms” section. At present this will be limited to registration forms for new patients but we may extend this facility in the future, for example for you to complete some information before a medical.

Book Appointment

Please click this tab to book an appointment online.

Booking Type
Log Off

Home	Booking Type
My Details	Please select the type of booking that you would like to create.
My Appointments	<input type="radio"/> A private booking
My Forms	<input type="button" value="Continue"/>
Book Appointment	Please note that if you choose to book this appointment as a member of a scheme, the prices shown will reflect the prices charged to members of that scheme. If you choose to book the appointment as a private patient, the prices will reflect this choice. There may be a considerable difference in both the price of the appointment and the price of any drugs you may purchase.
Log Off	

The first page you see (above) will be entitled “Booking Type”.

There is only an option to make a private booking, so please select this and press continue.

NB. *The prices shown will automatically reflect your membership status so you do not need to worry about the statement about booking as a scheme member.*

You will then be presented with a choice of doctors to book an appointment with:

Speciality
Log Off

Home	Speciality
My Details	Please select the speciality that you require.
My Appointments	<input type="text" value="Dr. Clara Thompson"/>
My Forms	<input type="button" value="Continue"/>
Book Appointment	<input type="text" value="Dr. Ebba Khalil"/> <input type="text" value="Dr. Jill Haring"/> <input type="text" value="Dr. Laura Wood"/> <input type="text" value="Dr. Tim Ladbrooke"/>
Log Off	

Please select a doctor from the drop down list and press continue. The next screen will help you find an appointment:

Appointment Search

[Log Off](#)

[Home](#) [Click here to start again](#)

[My Details](#)

[My Appointments](#)

[My Forms](#)

[Book Appointment](#)

[Log Off](#)

Appointment Search

Appointment Type Select the type of appointment that you would like to book.
Consultation

Location If you have a preferred location where you would like to have your appointment, select it below.
Any

Practitioner If you would like to see a particular practitioner or sex of practitioner, select the name or sex here. Please note that not all practitioners are available in every location.
Any or Any

Dates Select the start date of the search and the number of weeks that you would like to search.
10 (Wednesday) | August | 2016 | for 1 week(s)

Filter Check this box if you would like to see all of the available appointment times rather than our recommended selection.
 Show all available appointments

Please select the type of consultation you wish to have under “Appointment Type” (i.e. a standard 30 minute Consultation, a Full Health Screen or a Well Woman check).

You can leave the “Location” as “Any” or select “Courtfield PP”. There are no other locations that we use so this function is not needed.

Under the “Practitioner” drop down menu you will be presented only with the doctor already selected on the previous screen, so you can either select this doctor or leave your choice as “Any”.

Please then select the date you are looking to book for. On the next screen you will find a selection of available appointments for the date range entered, or if you select “show all available appointments”, you will see a comprehensive list.

Please note, not all of our appointments are bookable online so if you cannot find a suitable appointment time then please call reception.

The next screen (below) will take you to a list of available appointments. At the top of the screen you will see the option to modify your search or start again:

Appointment Search Results

[Log Off](#)

[Home](#) [Click here to modify your search or Click here to start again](#)

[My Details](#)

[My Appointments](#)

[My Forms](#)

[Book Appointment](#)

[Log Off](#)

The following appointments match your criteria. There may be additional appointments available that are not displayed here. To find out more about these appointments, please contact us by telephone.

Available Appointments at Courtfield PP			
Date	Time	Practitioner (Sex)	Price
15/08/2016 (Mon)	09:00	Dr Tim Ladbrooke (M)	£190.00
	09:30	Dr Tim Ladbrooke (M)	£190.00
16/08/2016 (Tue)	09:00	Dr Tim Ladbrooke (M)	£190.00
	09:30	Dr Tim Ladbrooke (M)	£190.00
	10:00	Dr Tim Ladbrooke (M)	£190.00
	15:30	Dr Tim Ladbrooke (M)	£190.00
	17:00	Dr Tim Ladbrooke (M)	£190.00
17/08/2016 (Wed)	09:00	Dr Tim Ladbrooke (M)	£190.00
	12:30	Dr Tim Ladbrooke (M)	£190.00
	14:00	Dr Tim Ladbrooke (M)	£190.00
	14:30	Dr Tim Ladbrooke (M)	£190.00
	15:00	Dr Tim Ladbrooke (M)	£190.00
18/08/2016 (Thu)	09:30	Dr Tim Ladbrooke (M)	£190.00
	10:00	Dr Tim Ladbrooke (M)	£190.00
	12:30	Dr Tim Ladbrooke (M)	£190.00
	15:30	Dr Tim Ladbrooke (M)	£190.00
22/08/2016 (Mon)	08:30	Dr Tim Ladbrooke (M)	£190.00
	09:00	Dr Tim Ladbrooke (M)	£190.00
	09:30	Dr Tim Ladbrooke (M)	£190.00
	10:00	Dr Tim Ladbrooke (M)	£190.00

To select the appointment simply click the circle next to the appointment you want to book and click the ‘book appointment’ button at the bottom of the page.

Please confirm your selection on the next screen. This will show you the appointment details and gives you the option to leave any further details for reception staff in the free text box:

Confirm Details

[Log Off](#)

- [Home](#)
- [My Details](#)
- [My Appointments](#)
- [My Forms](#)
- [Book Appointment](#)
- [Log Off](#)

Please take a moment to check that the details below are correct, then click "Confirm"
[Click here to select another appointment](#), [click here to modify your search](#) or [Click here to start again](#)

Confirm Booking	
Booking Type	Private
Appointment Type	Consultation
Date	Monday 15th August 2016
Time	09:00
Location	Courtfield PP
Practitioner	Dr Tim Ladbrooke
Price	£190.00
Discount Code	<input type="text"/> <input type="button" value="Apply"/>
Comments	If you would like to add some comments for the admin staff, you may do so here. <input type="text"/>
Reminders	If you would like to receive email and/or text message reminders of your appointment, please check the appropriate boxes below. <input type="checkbox"/> Send Email Reminder <input type="checkbox"/> Send SMS Reminder
Duration	This appointment will last approximately 30 minutes
Cancellation	This appointment has a £0.00 charge for cancellation and £95.00 for a late cancellation @ 12 hours. This charge will be made to the Patient.
<input type="button" value="Confirm"/>	

Please check the appropriate box as to whether you wish to receive an email or SMS reminder for your appointment.

When you select 'Confirm' at the bottom of the page, you will then see the final screen below.

Appointment Booked

[Log Off](#)

- [Home](#)
- [My Details](#)
- [My Appointments](#)
- [My Forms](#)
- [Book Appointment](#)
- [Log Off](#)



Your appointment has been successfully booked and you will shortly receive a confirmation email. You can also view your appointment details on this website immediately.

You have 2 new forms to complete.

[Return Home](#)

If you have any issues booking an appointment or using the Patient Portal then please contact reception on 020 7373 3541 and they will be very happy to help.