Information on Tavyside Health Centre online services

The Waiting Room

The Waiting Room is an online service that we provide to enable patients to book their GP appointments, order their medications and get in touch with the surgery with non-urgent messages. The Waiting Room is operated by the same organisation that is in charge of our clinical system so there is absolutely no breach in confidentiality.

How do I register with The Waiting Room?

To register to use the online services all you have to do is provide us with your e-mail address. Please note each patient must have their own address. You cannot share this e-mail.

Once we have added this to our system you will automatically receive an e-mail with a unique username and password. This e-mail should also contain a link to The Waiting Room.

How do I log in?

To log in click on the link within your e-mail or go to www.thewaiting-room.net and click on login on the left-hand-side. Enter your unique username and password and click on the blue login icon. You are now logged in.

How do I order my repeat medications?

When you need to order your repeat medications click on “Request Medication” on the left-hand-side. You should now have a list of your current medications displayed. Simply tick the boxes of the ones that you require and then click on the blue “Proceed with Request” icon. A confirmation screen will then appear which also gives the option to add any comments such as “please can I order double the amount as I am going on holiday for two months” or anything else you need to inform us about.

You will now receive an e-mail to confirm that your medication order has been placed.

Please note that you can only order your medications that are on repeat through the online facility. Any medications that the doctor has prescribed for an acute problem cannot be ordered in this way and must be requested by phone or in person.

Your medications will be sent to wherever you normally ask them to go. Please allow 3 days for your prescription to be processed.

How do I make a GP appointment?

When you need to book an appointment to see a GP, login and click on “Book an Appointment” on the left-hand-side. Under available appointments you have “Branch” – you need to click on the dropdown menu and select Dr Evans and Partners. You should now be able to see all the appointments that are currently available.

If you are looking for a particular GP you can click on the Doctor/clinic dropdown menu and it will show you a selection of options. Select the one that you want and all available appointments will show.

Once you have decided on which appointment suits you best click on the time and a message will appear confirming which GP it is with and when. You then have the option of writing a few lines in the message box so that the GP has an idea of what you are coming in about. Please note if you do write in this box please keep it as short as possible. You do not have to write in this box if you do not want to. Please be aware the staff can see whatever you write.

If you are happy with your selection press book and you will receive a confirmation e-mail from The Waiting Room. Once your appointment has been confirmed with our clinical system you will receive a second e-mail.
**How do I cancel an appointment?**

If you need to cancel your appointment just login and go to “My Appointment History”. Your outstanding appointments will be listed. You will then have the option to change this. Click on change, then click on the blue cancel appointment icon. Your appointment has now been cancelled. You will receive a confirmation e-mail.

**What if I forget my username and/or password?**

If you forget your username and/or password go the [www.thewaiting-room.net](http://www.thewaiting-room.net) and click on login. You will see underneath the username and password boxes a link “Lost username or password”. Click on this link and you will be asked to give your e-mail address. Once you have done this a new username and password will be sent to you.

If you have tried to log in with the incorrect username and password too many times your account will be blocked. In this instance you will need to call the surgery to have the account unblocked.

**How do I change my username and password?**

To change your username and password you should just login and then click on Edit details on the left-hand-side. A box will then appear for you to make the changes. Just remember to click save!

**How do I contact the surgery with any problems?**

If you experience any problems using the online system please do not hesitate to contact us. You can do this by logging on and clicking on “Contact Us” on the left-hand-side of the screen. Alternatively please call us.

**We always advise in any case to contact us either by phone or in person for any medical matters.**