

## The Waiting Room 2 -

# Your Questions Answered



### Q **Is the information that I see on The Waiting Room 2 completely up to date?**

Yes – that’s another one of the big benefits! Because the system uses a ‘live link’ to the surgery, you will always see the latest, most up to date information available.

### Q **Is it secure?**

Yes. The security of the system has been thoroughly tested and approved by NHS England to ensure that no one at all can view your details without permission.

### Q **Who manages the website?**

The Waiting Room 2 is managed on our behalf by Microtest Ltd who are one of the leading medical software specialists in the country and fully accredited by NHS England. Microtest have spent over two years developing and testing the software, investing over a million pounds in its development.

### Q **I have already signed up for The Waiting Room 1. Will I have to register again for the new version?**

No. The Waiting Room 1 was the original version and many of our patients signed up to this and have already seen the benefits. The good news is that if you were one of these people, then you do not need to register again. You will be automatically upgraded to the new version. So you do not need to do anything at all – just look forward to being able to do more online!

### Q **What if I run into any problems using The Waiting Room 2?**

Just contact your surgery and they will be pleased to assist you.

### Q **OK. How do I sign up for The Waiting Room 2?**

Just follow the steps on the reverse of this leaflet, and contact your surgery if you have any problems at all.

### Q **What is The Waiting Room 2?**

It is an online system that our patients can use to carry out tasks (like booking appointments) quickly and easily. It also means you can do this at any time that suits you, without the need for calling the surgery.

### Q **How did it come about?**

The service is fully approved and endorsed by NHS England. It is all part of the NHS’s drive to give patients better online access to GP services.

### Q **What does it allow me to do?**

The Waiting Room 2 allows you to book your appointments, get confidential online access to your GP records and order repeat prescriptions online. But this is just the start. In the future we will be adding further services – so it is a really good idea to get registered now.

### Q **What are the benefits for me?**

You will find that it saves you time in having to phone or visit the surgery, plus it allows you to see your own GP records. And, when you get used to it, you will see that The Waiting Room 2 is very quick and easy to use, and of course it is also available 24/7 – at times when the surgery would be closed.

### Q **If I sign up for the online service, can I still call the surgery if I prefer?**

Yes, of course. If you are signed up for The Waiting Room 2, you can always phone the surgery instead to make your appointments or order prescriptions. The choice is yours.

