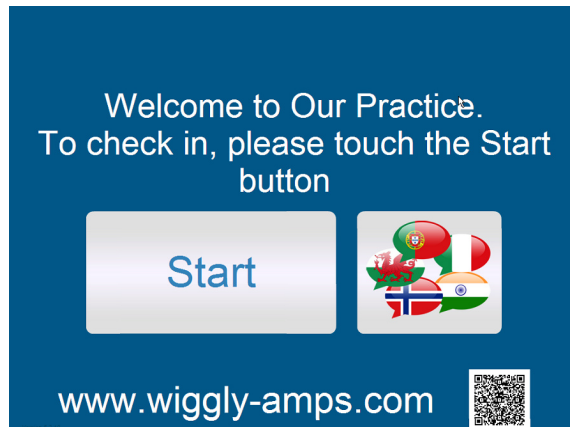


How to use our Engage Patient Arrival System

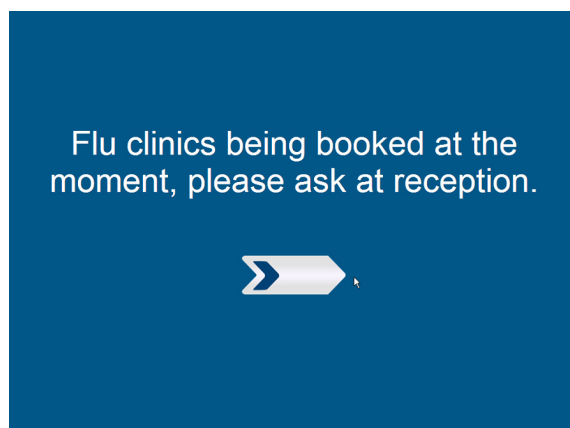


To begin touch the **Start** button



The screen will default to English, if you need a different language touch this button and select your language from the list.

Note: the practice may display their website (or another they consider useful) at the bottom of this screen. If you have a smartphone you can use a bar code scanning app to scan the little QR code (quick response code) that you see to the right of this address and you will be taken directly to the website.



On the next screen you may see a general information message from your practice.

Touch the next button to advance to the next screen when you have read it.



Now select your gender -

touch the **Male** or **Female** button



← Please select the month in which you were born.

Jan	Feb	Mar
Apr	May	Jun
Jul	Aug	Sept
Oct	Nov	Dec

Touch the month of your birth date e.g. if you were born 21st May 1960 touch the **May** button.

May

⏪ Please select the day on which you were born.

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16
17	18	19	20	21	22	23	24
25	26	27	28	29	30	31	

Now touch the day of your birth date e.g. if you were born 21st May 1960 touch the **21** button.

21

Are You Ms Alec James?

Yes No

The screen will ask you to confirm your name. If correct, touch the **Yes** button.

Yes

*If this is not you, you may have entered something incorrectly, touch the **No** button and try again.*

Thank you, Ms James
You have been booked in for your
09:30 appointment with Dr Emis Blue.
Please take a seat in the waiting area.

Finish

The screen will confirm that you have been successfully booked in for your appointment and direct you to the correct waiting area.

Touch the **Finish** button to clear your details.

Finish

Additional Questionnaires

Your Smoking Status

If you are over 15 years of age and have not had a smoking status recorded in the previous 12 months the touch screen will ask you to input your current smoking status.



Answer the question 'Do you smoke' by touching the **Yes** or **No** button.

If you would rather not answer, you can touch **Skip this**.

Yes



Use the keypad to input the number of cigarettes you smoke a day.

1

0

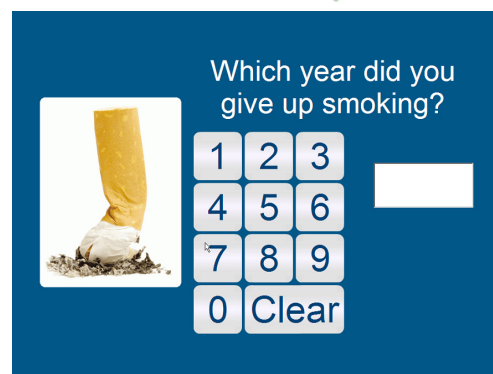


No



If you have smoked in the past touch the **Yes** button.

Yes



1 9 6 0

The information you enter will be added to your patient record.

Touch the arrows to move to the next screen.



Checking Your Contact Details

Do you still live at
16 Alandale Crescent ?

Is your home telephone number
01234 123456 ?

If you are asked to confirm your address and home telephone number, please touch **Yes** if the details displayed are correct or **No** if they have changed.

Is your e-mail address
minister@magic.gov ?

Is your mobile number
07767 491184 ?

If you are asked to confirm your email address and mobile telephone number, please touch **Yes** if the details displayed are correct or **No** if they have changed.

We do not appear to have an e-mail address for you.
When finished, please go to reception and help us to update your records.

If an email address or mobile number does not appear on your patient record you may see this message. As instructed you should go to reception to update your records.

Touch the **Ok** button to proceed.

If you answered **No** to any of the questions above you will be reminded on the final confirmation screen that you should visit reception to update your records.

Thank you, Ms James
You have been booked in for your
09:30 appointment with Dr Emis Blue.
Please go to reception to update your records

Carer Status

Do you support a relative or friend who is ill, frail, disabled, and/or has a long term illness?

Yes

No

If you are a carer for a relative or friend touch the **Yes** button.

Yes

If you are not a carer touch the **No** button.

No

This information will be recorded onto your own patient record.

Please ask at reception about the support services that may be available to you

Ok

If you answer yes to being a carer you will be advised to ask at reception about the support services that may be available to you.

Touch the **Ok** button to proceed.

Ok

Flu Vaccination Reminder

Once you have finished here, please book a 'flu vaccination at reception.



Our touch screen will check your record to see if you are eligible for a flu jab.

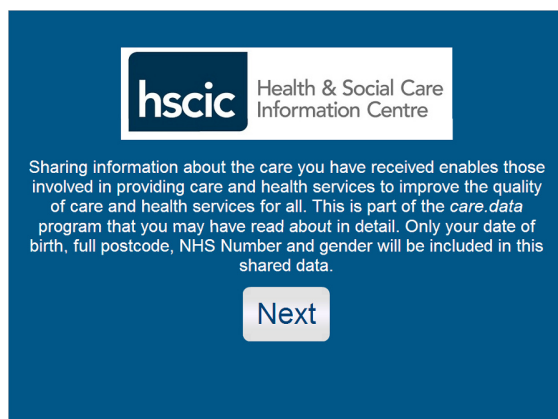
If it finds that you are, it will prompt you to visit reception to book an appointment.

Touch the arrows to proceed.



Please note: the screen only checks certain criteria such as age, if you think you are eligible and do not see this reminder please do ask at reception.

Care Data Consent

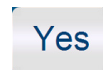


This screen explains the NHS' Care.Data Programme.

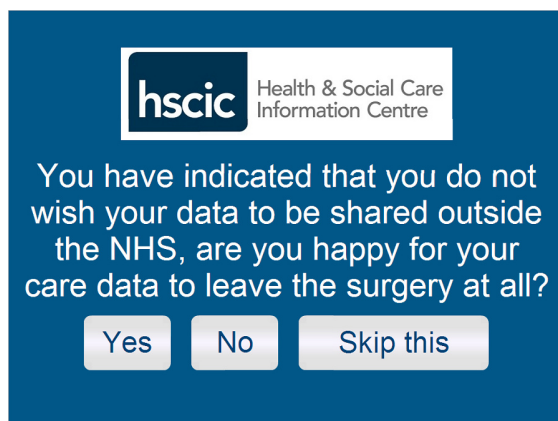
When you have read the information please touch the **Next** button.



If you are happy for your data to be shared outside of the NHS touch the **Yes** button.



If you do not want your data to be shared touch the **No** button.

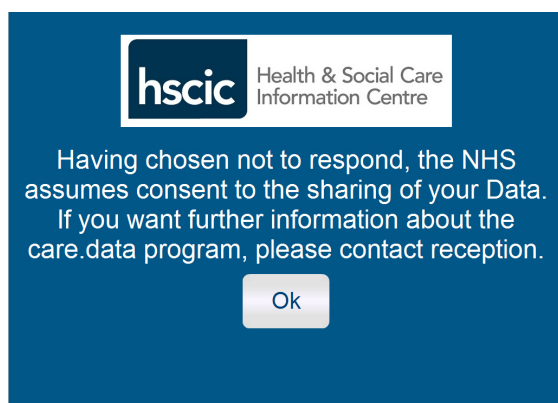


If you select **No** you will be asked if you are happy for your care data to leave the surgery at all.

If you are happy for your care data to leave the surgery touch the **Yes** button.



If you do not want your care data to leave the surgery touch the **No** button.



You can choose to **Skip this** question.

However, if you do so you will be warned that consent is then assumed.

Touch the **Ok** button to proceed.



Friends & Family Test

Do you want to...

Arrive for your appointment

Tell us how we did today

Use this self service system

If you want to take part in the Friends & Family test touch the **Tell us how we did today button**.

Tell us how we did today

We would like you to think about your recent experience of our service. How likely are you to recommend us to friends and family if they needed similar care or treatment?

Extremely likely 😊

Likely 😊

Neither likely nor unlikely 😊

Unlikely 😞

Extremely unlikely 😞

Don't know 🤔

Read through the following question and select your answer by touching the appropriate button, e.g. if your answer is likely, touch the **Likely** button.

Likely

Why did you give us that rating?

Q W E R T Y U I O P

A S D F G H J K L

Del Z X C V B N M Done

Space

On the next screen you have the opportunity to add your own comment.

Use the on-screen keyboard to type your comment and touch the **Done** button when complete.

Done

Your response to this question and any comment you add will be logged anonymously for the practice to view at a later date.