Appointments On-line

Patient Information

There is now a simple and easy way to book routine doctors’ appointments online. It is especially useful during those times when the telephone lines are busy or the practice is closed.

Appointments Online offers simple instructions and prompts to make sure that it is easy for you to book, view or cancel routine appointments with a doctor – regardless of the time of day (or night).

Using the internet, you can search for and view a range of available doctors’ appointments; then just book the one which is most convenient for you.

Getting Started

Before you can start booking routine doctors’ appointments online, you must first register your details with the practice, so that you can be provided with a unique login username and password.

The appointments offered will be 10 minute routine face to face consultations with a doctor. We are not offering other appointments, such as nurse consultations due to the diverse range of services they offer, and the complexity of the timing of these appointments. Please continue to telephone or visit the surgery to book any other appointments, including same day requests for appointments.

I’ve already registered for repeat prescriptions online. Do I need to register again?

Yes. We use different software for our appointments system and our clinical system, so you will need to register again if you wish to book appointments online. If you haven’t already registered for repeat prescriptions online, now is an ideal time to register for both together.

To register

You will need to visit the surgery with two documents: one showing proof of address (e.g. utility bill, bank statement etc) and the other being an item of photo ID (e.g. passport, driving licence, bus pass, official employment ID). Patients under 18yrs of age without ID can be registered by their parent/guardian, or at the discretion of a GP.

One of our staff will enable the online appointments facility for you and print-off a registration letter, which contains your unique username and password, along with details of how to set up an Appointments Online account.

If we are unable to deal with your request straight away, we will validate your documents there and then, and send you your registration letter in the post.
Once you have registered

On your computer, using your internet browser and the URL below go to the website

https://leap-valley-surgery.appointments-online.co.uk

Login using the username and password provided to you in your registration letter.

For security purposes, if the information is not accurately entered, you will not be allowed access.

Once logged in, you can book, view and cancel routine 10 minute doctors' appointments by following the simple on-screen instructions. You can also change your password to something more memorable, if you wish to do so.

When you book an appointment on-line, you will receive immediate on-screen confirmation. Please write down the details of this appointment. There is no need to confirm it by phone or email – we just ask that you arrive promptly on the day.

Is my information secure?

Using Appointments Online does not give access to any part of your medical record. The personal information displayed will be your online username, your full name, address, NHS number and e-mail address (should you record it).

All personal information held on Appointments Online is protected using the highest standards of internet security.

You should always remember to log off once you have finished using the website.

Useful Information

On-line appointments are available for routine consultations with a doctor. If you feel you need more urgent medical attention, or you are unsure whether a 10 minute consultation with a doctor is appropriate, please telephone the surgery and speak to one of our receptionists.

We have two surgeries, Beaufort Road in Downend and Abbotswood in Yate. You are welcome to be seen at either, but please double check the location of the appointment you are booking.

We have set a limit of 2 future appointments per patient at any time, so if you already have 2 appointments booked in the future, you will be unable to book another online until one of the other appointments is cancelled or past. If you need to book further appointments please contact us by phone or in person.

Please note: We reserve the right to withdraw this service from individuals if we feel they are abusing the system.

Contact Details

Downend Surgery  
Beaufort Road, Downend, Bristol. BS16 6UG  
Appointments: 0117 9564101  
General Enquiries: 0117 9562979

 Abbeyword Surgery  
42 Abbotswood, Yate, Bristol. BS37 4NG  
Appointments: 01454 325361  
General Enquiries: 01454 313577

Website  
www.leapvalleysurgery.co.uk