

# WHAT CAN I DO ON KLINIK?



REQUEST AN APPOINTMENT



REQUEST NURSING APPOINTMENTS



CANCEL/REQUEST FOLLOW-UP APPOINTMENTS



REQUEST REFERRAL INFO, TEST RESULTS & SICK NOTES



ORDER REPEAT PRESCRIPTIONS/ ASK MEDICATION QUERIES



UPDATE PERSONAL DETAILS, SEND ENQUIRIES/INSURANCE REQUESTS

## NEED MORE HELP?

Checkout our Website and/or YouTube Channel (Lea Vale Medical Group) to see more detailed instructional resources

## ACCESS KLINIK

Website: [www.leavale.nhs.uk](http://www.leavale.nhs.uk)

SCAN ME!



LEA VALE MEDICAL

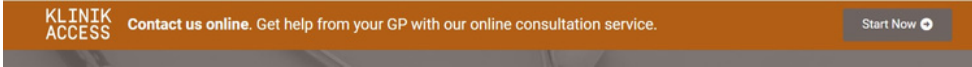
# ONLINE SERVICES

HOW TO CANCEL AND BOOK FOLLOW-UP APPOINTMENTS USING KLINIK

[www.leavale.nhs.net](http://www.leavale.nhs.net)

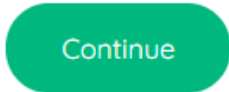
## 1. GO TO OUR KLINIK PORTAL

From our website (leavale.nhs.net), click on the "Klinik" banner to open the portal



## 2. LOG IN

Select your preferred access method from the Lea Vale Klinik homepage.



OR

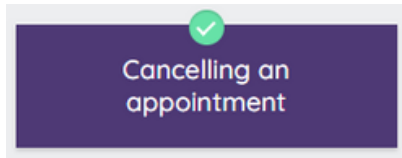


Click the "Continue" button

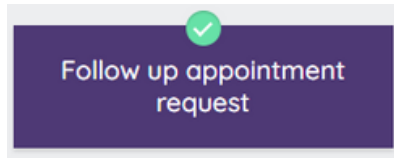
Use your NHS login

## 3. SELECT THE SERVICE YOU NEED

A.



B.



## 3A. CANCELLING AN APPOINTMENT

If your appointment is within the **next 24 hrs, please call the practice** to cancel your appointment

Otherwise, Please Provide the Following:

- ▶ Appointment Date
- ▶ Appointment Time
- ▶ Reason for Cancelling

**NOTE: We are unable to change or arrange new appointments via this service.**

## 3B. REQUEST A FOLLOW-UP APPOINTMENT

Please Provide the Following:

- ▶ Details Regarding the Issue You Need A Follow-Up For

If you have already spoken to a member of our team, also provide:

- ▶ Clinician's Name
- ▶ Date of Previous Consultation

If your appointment request relates to a Long Term Condition annual review (i.e., Diabetes, Asthma, etc.) please refer to the "How to Book a Nursing Appointment" leaflet

## 4. PROVIDE PERSONAL DETAILS

If you log in with your NHS login, this will already be filled out

Fill in your information below.

Patient Details

First full name \*  Last name \*

## 5. SELECT HOW YOU WOULD LIKE US TO CONTACT YOU



SMS



PHONE



EMAIL

## 6. CLICK SUBMIT

You will get an email summary of your request

