

Patient Access



- Book GP appointments
- Message your doctor's surgery directly
- Order repeat prescriptions
- Find local health services for you or your family
- View your medical record

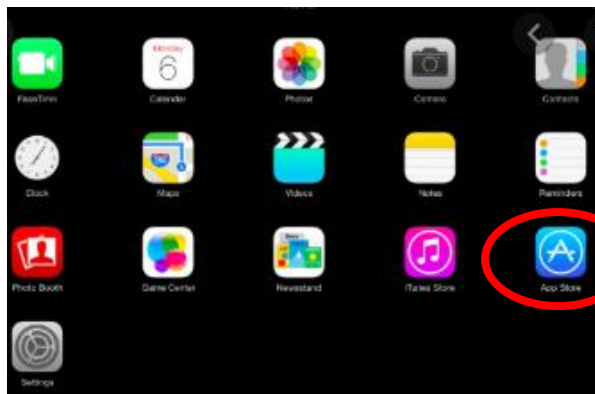
How to Guide

You can use the Patient Access website or download the app onto your phone or tablet.

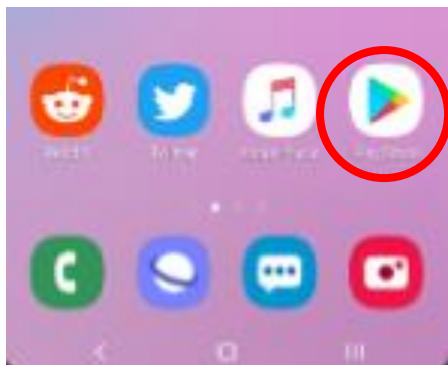
Patient Access can be used to book online appointments, order repeat prescriptions, share your medical record, or contact your surgery. Not all GP practices have chosen these services, so it is possible that not all of them will be accessible to you.

Your GP surgery will provide you with a registration letter to help you register for the first time. But you can also create an account if you do not have the letter.

Downloading the app

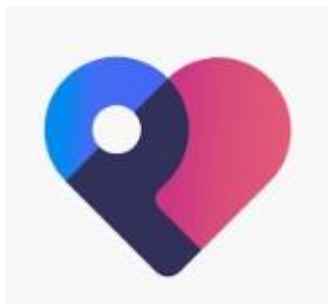


If you have an iPhone or iPad – the app store symbol is a white 'A', surrounded by a white circle, on a blue background.



If you have another sort of phone or tablet, look for the 'Play Store' or 'Google Play' button – a multi-coloured triangle.

In the app store, type 'Patient Access' in the search box at the top and you should see this symbol.



Click on 'install'. The app symbol (icon) should appear on the home screen of your tablet or phone.

Finding the website

You can search for Patient Access using Google or another search engine, or type in the address: <https://www.patientaccess.com/>

How to register on the app or website

1. Click on 'Register' on the Login Screen of your app, or the website: <https://www.patientaccess.com/>

[Click here to use our coronavirus symptom checker to see if you need medical help.](#)
Find further information from the NHS for users in [England](#) and [Scotland](#)

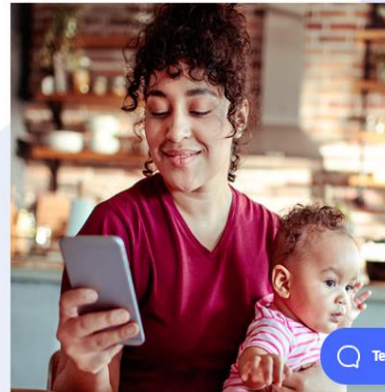
Take control of your healthcare

In partnership with 

Patient Access connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health services for you or your family via your mobile or home computer.

[Sign in](#)

[Register](#)



[Technical Support](#)

2. Enter your first and last name as well as your postcode and date of birth. Entering your gender is optional. After this click continue.

Create your Patient Access account

Already have an account? [Sign in to Patient Access](#)

Enter your personal details

First name

Last name

Your home postcode

Date of birth

Day

Month

▼

Year

Gender (optional)

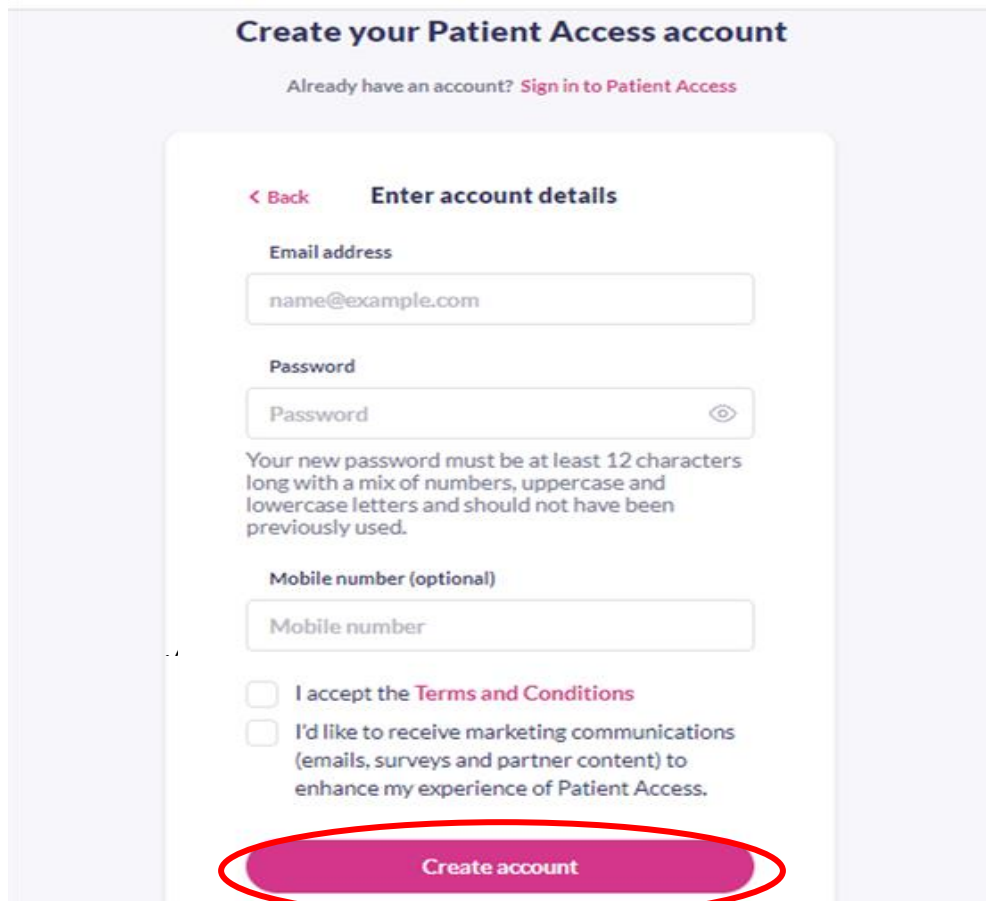
Gender

▼

Why do we ask for this information

[Continue](#)

3. Now enter an email address and a password. The password must contain 12 characters including numbers as well as upper and lowercase letters. You can also add a mobile number (this is optional).



Create your Patient Access account


Already have an account? [Sign in to Patient Access](#)

[< Back](#) **Enter account details**

Email address

name@example.com

Password

Password 

Your new password must be at least 12 characters long with a mix of numbers, uppercase and lowercase letters and should not have been previously used.

Mobile number (optional)

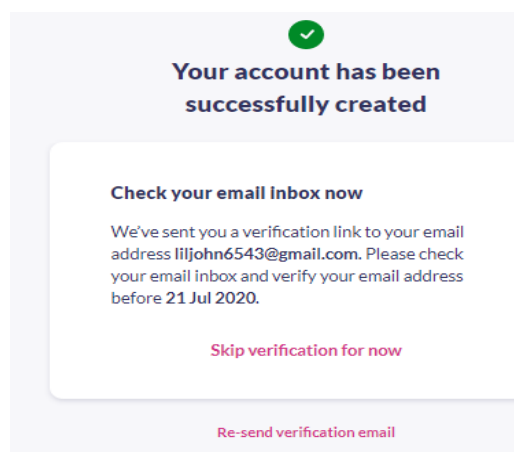
Mobile number


☐ I accept the [Terms and Conditions](#)

☐ I'd like to receive marketing communications (emails, surveys and partner content) to enhance my experience of Patient Access.

Create account

4. Tick the agree to Terms and conditions box and click create account.
5. Once your account has been created the website will ask you to confirm your email address. You can do this by checking your email inbox and clicking the link in the email. You can also choose to skip this step and complete it later.





Your account has been successfully created

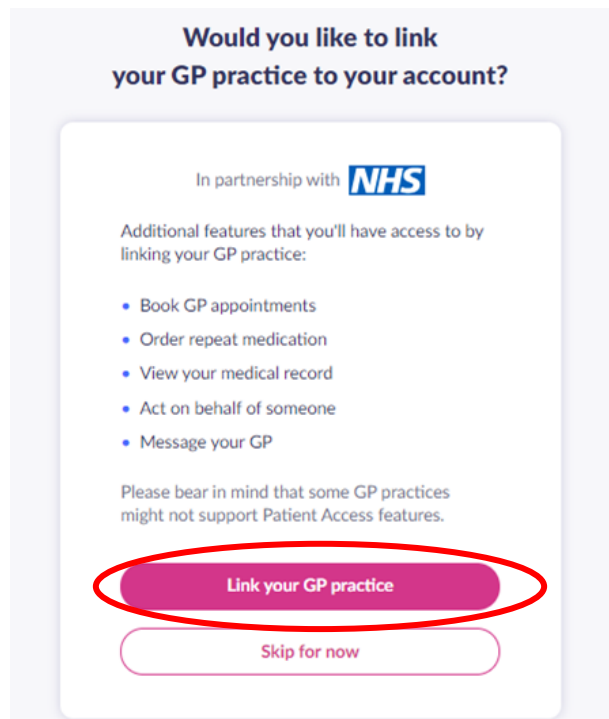
Check your email inbox now

We've sent you a verification link to your email address liljohn6543@gmail.com. Please check your email inbox and verify your email address before 21 Jul 2020.

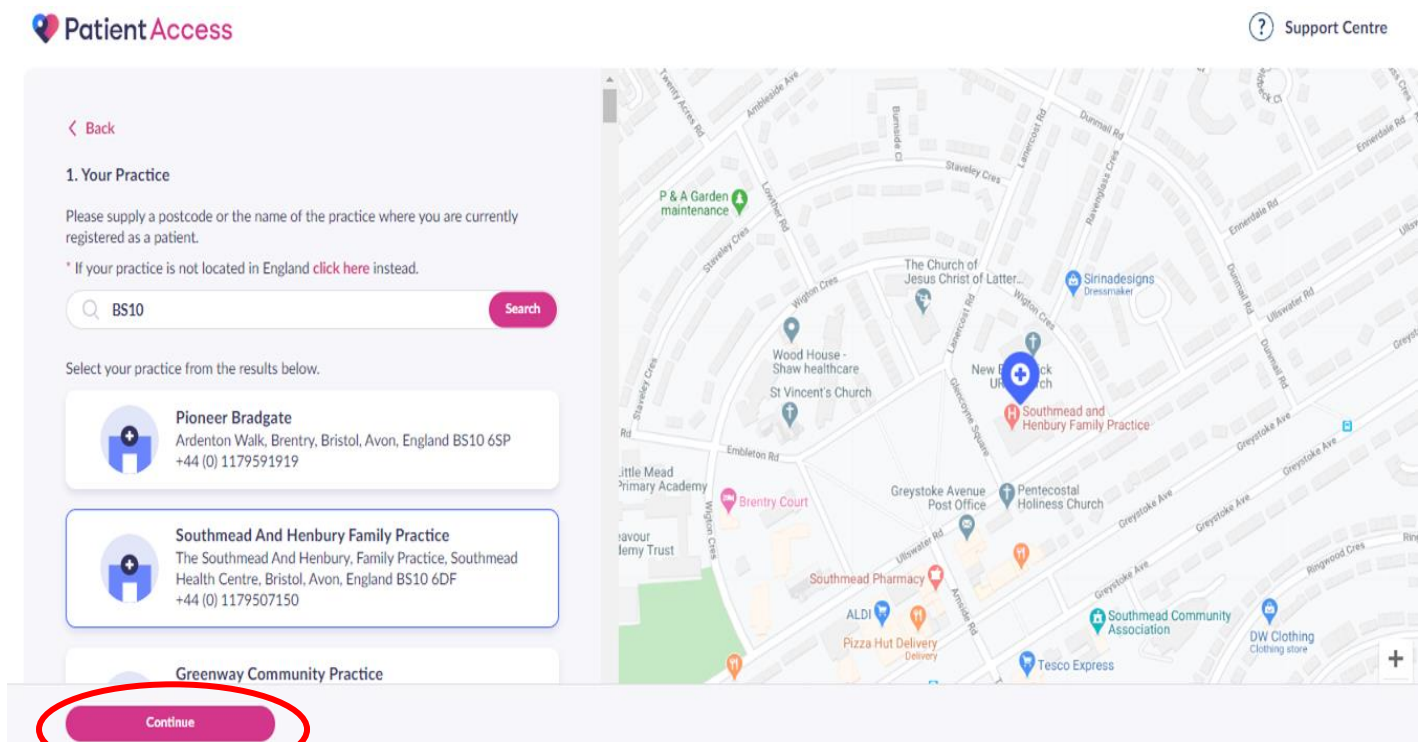
[Skip verification for now](#)

[Re-send verification email](#)

6. You can now link your GP practice to your account. If you do not have a GP practice you can click the 'skip for now' button



7. If you chose 'link your GP practice' you can now search for your practice by name or type in your postcode. Once your GP practice appears click on the name to highlight it and then choose 'continue'.



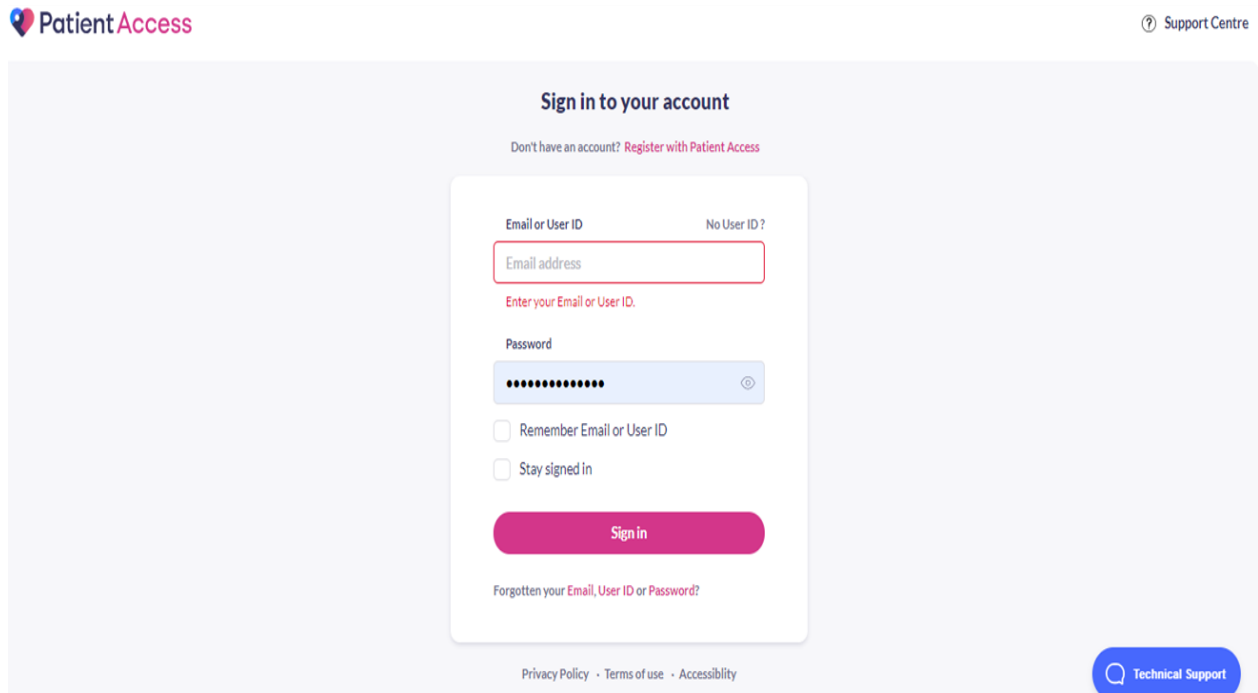
8. If you have your GP registration letter, select 'yes' to having received a registration letter for your practice. The letter should include a 'linkage key' and account ID. Enter this linkage key and the account ID, then press 'confirm'.
9. If you do not have a letter from your GP practice, select 'no' to having received a letter. You will then be asked to enter your house number, flat number, or street number.
10. You will then be asked to confirm your personal details.

The screenshot shows a registration interface with a vertical progress bar on the left. The first step, 'Find Your Practice', is completed with a green checkmark and shows 'Ancoates Urban Village Medical Practice' with an 'Edit' link. The second step, 'Your Personal Details', is the current active step, indicated by a pink circle with the number '2'. It contains the text 'Please confirm the personal details held by your practice.' and two input fields: 'Date of birth:' (with three separate boxes) and 'Family name:'. A pink 'Confirm' button is at the bottom right. The third step, 'Your Account Details', is shown at the bottom of the progress bar with a pink circle and the number '3'.

11. You will then need to re-enter the password that you chose in step 3 to your account. After filling these out choose 'link account'.

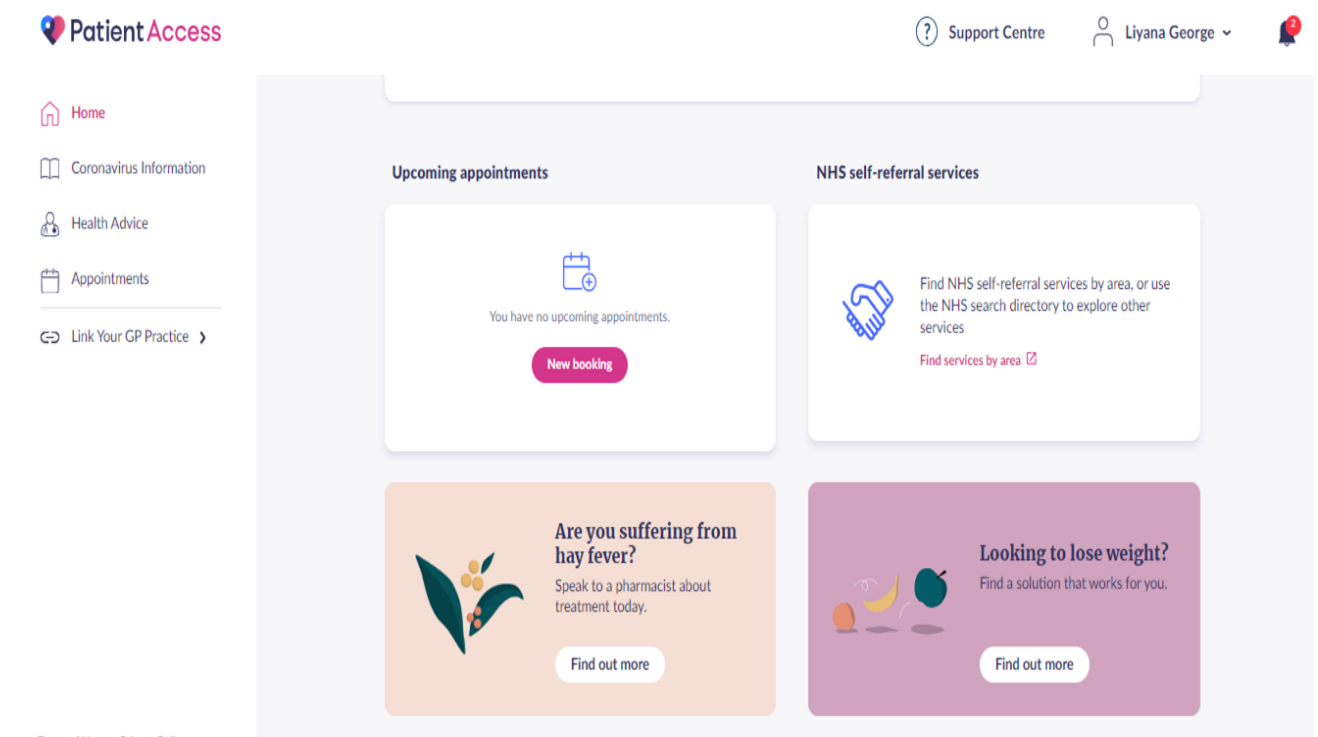
The screenshot shows the same registration interface. The first two steps, 'Find Your Practice' and 'Your Personal Details', are now completed, each with a green checkmark. The 'Your Personal Details' section shows 'Family name: SMITH' and 'Date of birth: 15 Sept 1975', with an 'Edit' link. The third step, 'Your Account Details', is the current active step, indicated by a pink circle with the number '3'. It contains the label 'Password' and a password input field filled with asterisks. A pink 'Link account' button is at the bottom right.

12. You may then be asked to sign back in using your email and password. You will need to do this each time you open the app.



The screenshot shows the 'Sign in to your account' screen of the PatientAccess app. At the top left is the PatientAccess logo, and at the top right is a 'Support Centre' link with a question mark icon. The main heading is 'Sign in to your account'. Below it is a link: 'Don't have an account? Register with Patient Access'. The sign-in form has two tabs: 'Email or User ID' (selected) and 'No User ID?'. Under the 'Email or User ID' tab, there is an 'Email address' input field with a red border. Below it is a red error message: 'Enter your Email or User ID.'. There is a 'Password' input field with a blue border and a password strength indicator (dots). Below the password field are two checkboxes: 'Remember Email or User ID' and 'Stay signed in'. At the bottom of the form is a large pink 'Sign in' button. Below the button is a link: 'Forgotten your Email, User ID or Password?'. At the very bottom of the screen are links for 'Privacy Policy', 'Terms of use', and 'Accessibility'. On the right side, there is a blue button with a magnifying glass icon and the text 'Technical Support'.

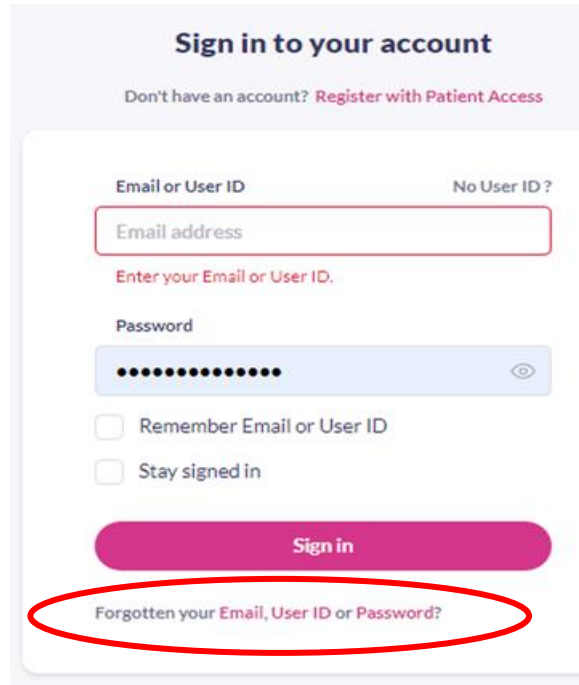
13. When you sign in you will be taken to the home page. This is where you can make appointments and check health information using the menu on the left-hand-side or by clicking on the buttons in the middle. (If you didn't link to your GP when you signed up earlier you may be taken to this page first).



The screenshot shows the 'Home' screen of the PatientAccess app. At the top left is the PatientAccess logo. At the top right are links for 'Support Centre', a user profile for 'Liyana George' with a dropdown arrow, and a notification bell icon with a red dot. On the left side is a vertical menu with icons and text: 'Home' (house icon), 'Coronavirus Information' (book icon), 'Health Advice' (person icon), 'Appointments' (calendar icon), and 'Link Your GP Practice' (link icon). The main content area has a white header bar. Below it are four cards. The first card is titled 'Upcoming appointments' and shows a calendar icon with a plus sign. It says 'You have no upcoming appointments.' and has a pink 'New booking' button. The second card is titled 'NHS self-referral services' and shows a hand icon. It says 'Find NHS self-referral services by area, or use the NHS search directory to explore other services' and has a pink 'Find services by area' button with a checkmark icon. The third card is titled 'Are you suffering from hay fever?' and shows a leaf icon. It says 'Speak to a pharmacist about treatment today.' and has a white 'Find out more' button. The fourth card is titled 'Looking to lose weight?' and shows fruit icons. It says 'Find a solution that works for you.' and has a white 'Find out more' button. At the bottom left of the screen are links for 'Terms of Use' and 'Delivero Online'.

If you forget your sign-in details

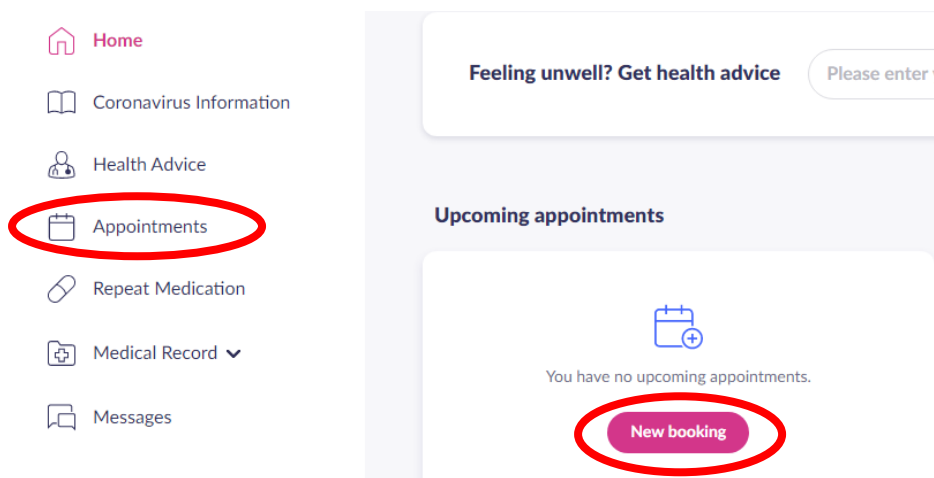
14. If you forget your username or password you can re-set them. When you open the app or website look for the 'Forgotten your Email, User ID or Password' link underneath the sign-in button. You can click on one of these to re-set it.



The image shows a 'Sign in to your account' form. At the top, it says 'Sign in to your account' in bold. Below that, a link says 'Don't have an account? Register with Patient Access'. The form has two input fields: 'Email or User ID' and 'Password'. The 'Email or User ID' field has a placeholder 'Email address' and a label 'No User ID?'. Below the input fields, there are two checkboxes: 'Remember Email or User ID' and 'Stay signed in'. A large pink 'Sign in' button is at the bottom. Below the button, a link 'Forgotten your Email, User ID or Password?' is circled in red.

Making an appointment at your surgery

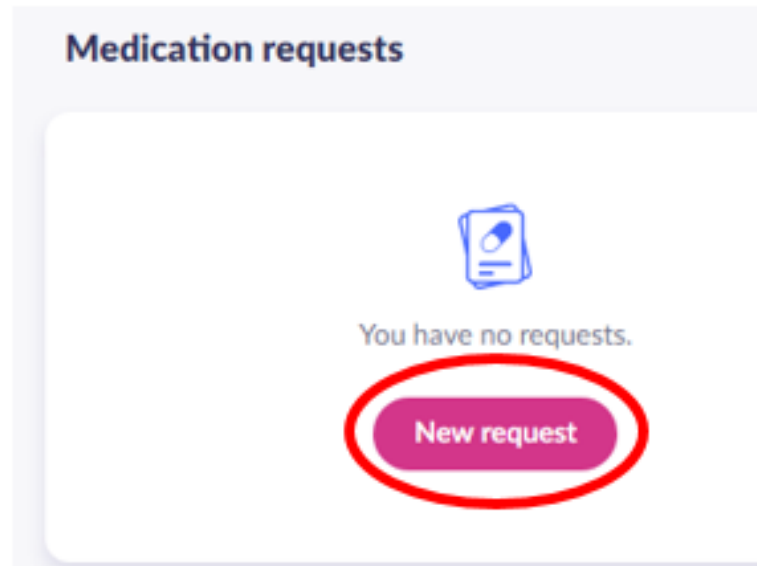
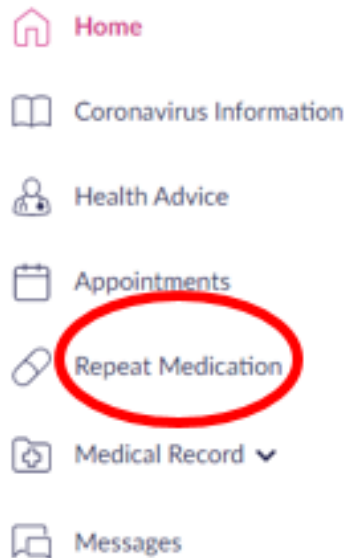
1. To book an appointment, sign in with Patient Access. Scroll down until you see a box labelled 'Upcoming appointments' and select 'New booking'. Alternatively, click on 'Appointments' in the left-hand column.
2. Next choose 'New booking' to make an appointment. Some surgeries do not currently offer the option to book an appointment online.



The image shows the Patient Access app interface. On the left, there is a sidebar with a list of options: 'Home', 'Coronavirus Information', 'Health Advice', 'Appointments', 'Repeat Medication', 'Medical Record', and 'Messages'. The 'Appointments' option is circled in red. On the right, there is a main content area. At the top, there is a section 'Feeling unwell? Get health advice' with a text input field. Below that, there is a section 'Upcoming appointments'. In this section, there is a calendar icon with a plus sign and the text 'You have no upcoming appointments.' Below this, a pink 'New booking' button is circled in red.

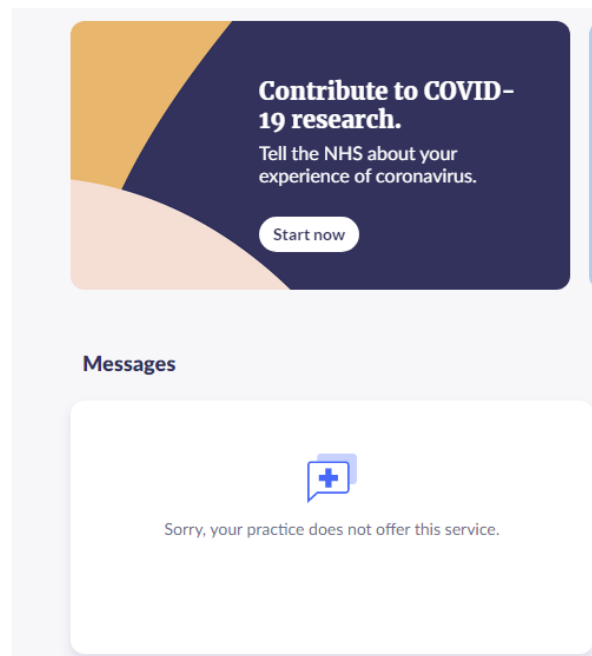
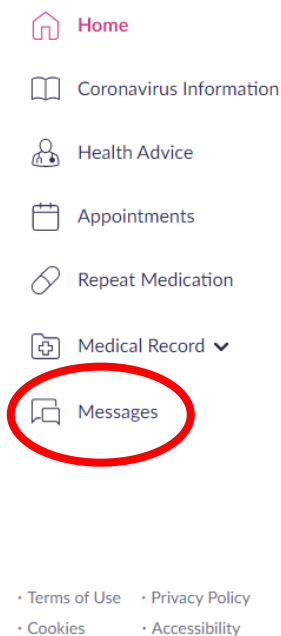
Ordering a repeat prescription

1. Click on the 'Repeat Medication' option in the left-hand column.
2. then click on 'New request. Some surgeries do not currently offer the option to order a repeat prescription online.



Sending a message to your surgery

1. Click on 'Messages' in the left-hand column. Some surgeries do not currently offer the option to send a message online.



2. Enter the subject in the box (as you would if sending an email).
3. You may be able to add who the message is for (all practices are different and some may not have this option).
4. Type your message into the large box and press 'send'.

More information

Patient Access support pages: <https://support.patientaccess.com/>

Watch the YouTube video on how to create an account with Patient Access:
https://www.youtube.com/watch?v=jQgTICVZ_rq&feature=youtu.be

Watch a video of how to sign in to Patient Access (from Healthwatch Torbay)
<https://healthwatchtorbay.org.uk/onlinetutorial/patient-access>

Still stuck? Get one-to-one help

Ability Net:

This UK-wide charity can provide remote support for people who need help using websites and apps.

You can phone their helpline on 0800 048 7642

Or email them at: enquiries@abilitynet.org.uk

Help from your local library.

All South Gloucestershire libraries have IT support volunteers who can assist anyone wanting to learn more about using computers.

Ask at your local library for details: <https://www.southglos.gov.uk/leisure-and-culture/libraries/get-digital-learn-basic-online-skills-for-free-at-a-south-gloucestershire-centre/>