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.
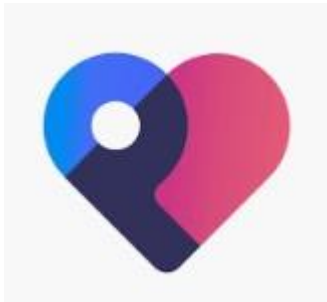
Downloading the app
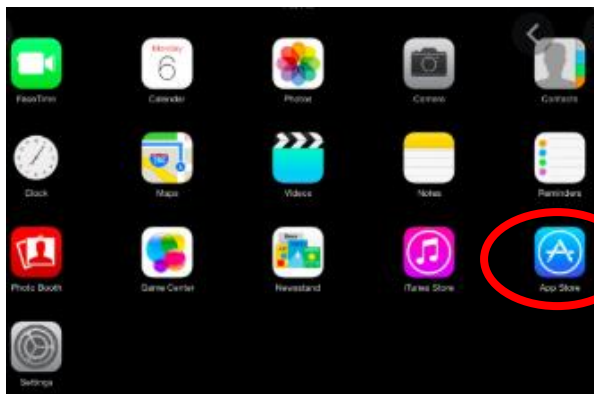
If you have an iPhone or iPad – the app store symbol is a white 'A', surrounded by a white circle, on a blue background.
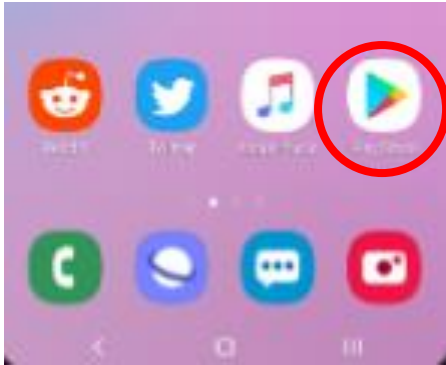
If you have another sort of phone or tablet, look for the 'Play Store' or 'Google Play' button – a multi-coloured triangle.

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/

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.

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**.

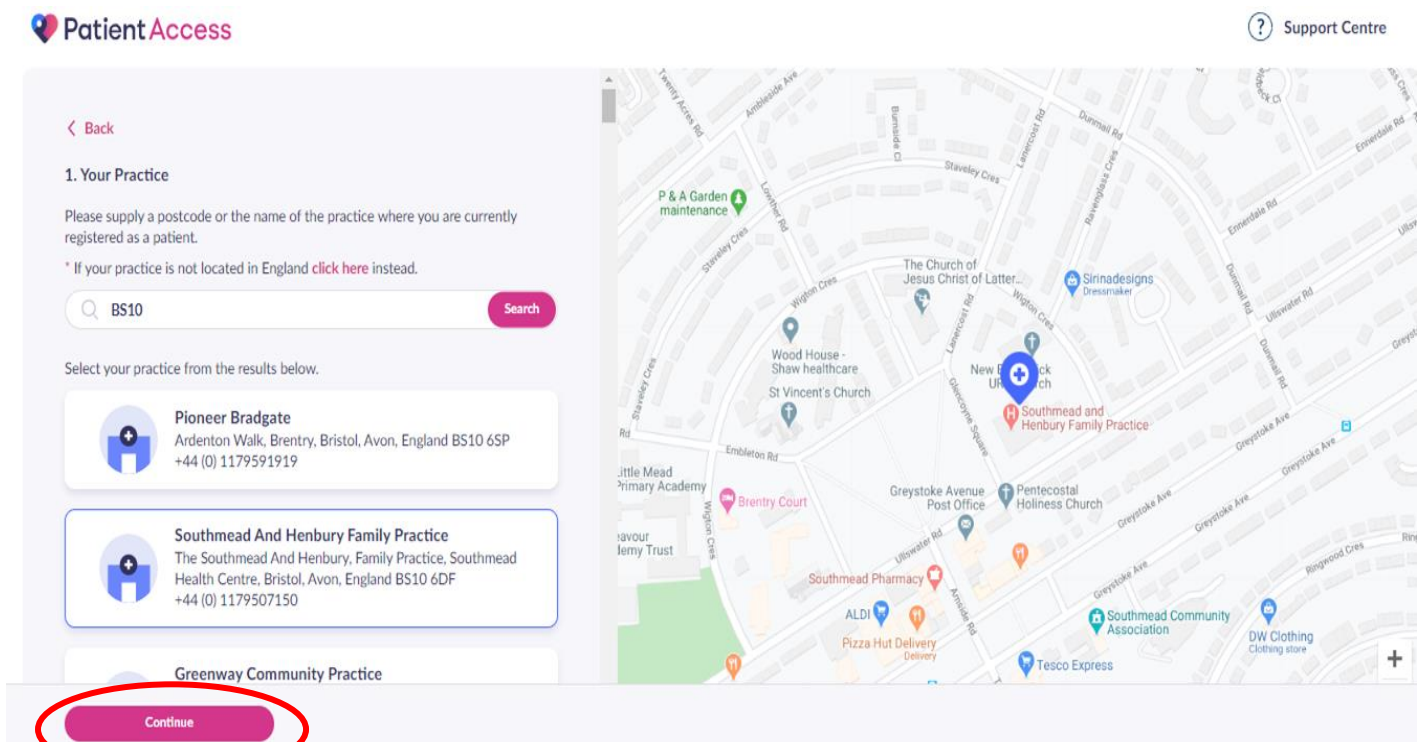**Skip verification for now**

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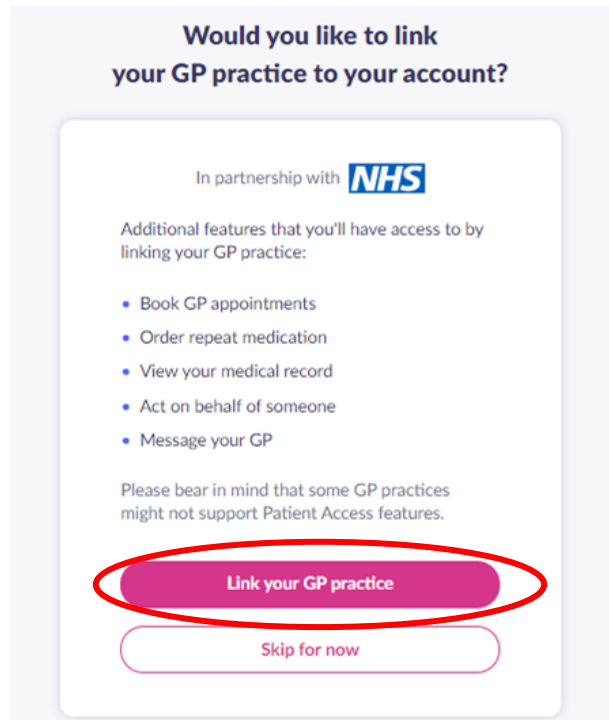
7. If you chose 'link your GP practice' you can now search for your practice by name or type in your postcode. Once your GP practice appears click on the name to highlight it and then choose 'continue'.

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.

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'.

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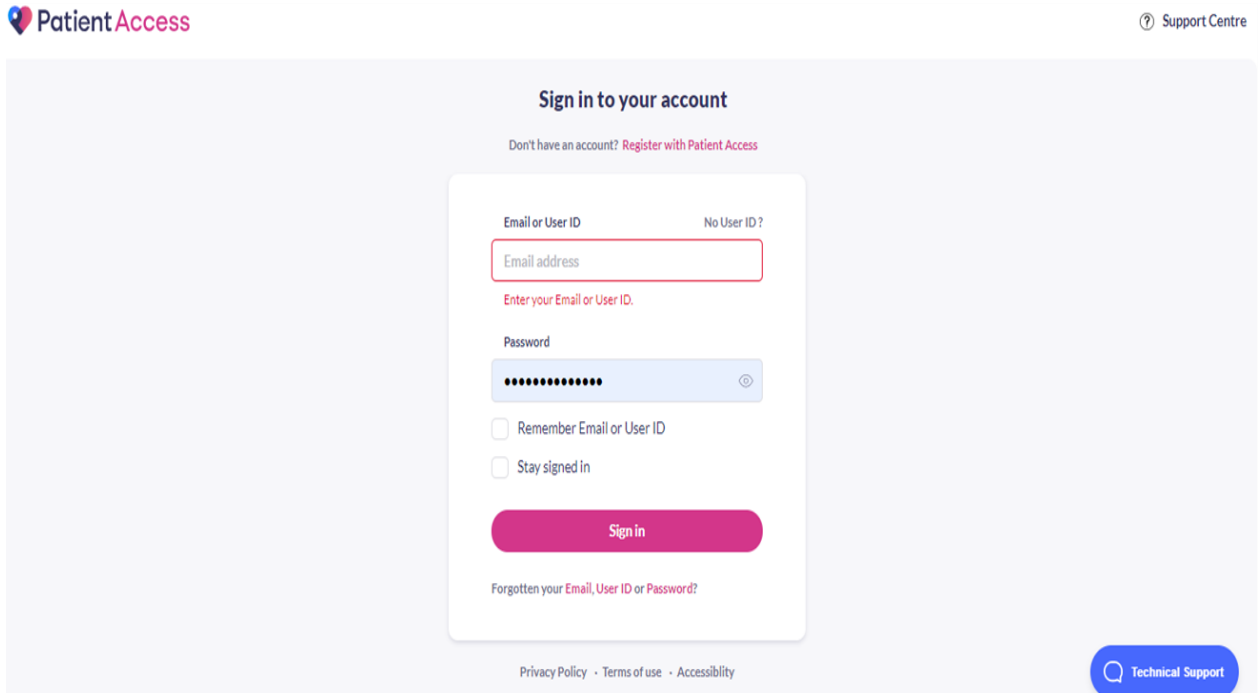
13. When you sign in you will be taken to the home page. This is where you can make appointments and check health information using the menu on the left-hand-side or by clicking on the buttons in the middle. (If you didn't link to your GP when you signed up earlier you may be taken to this page first).
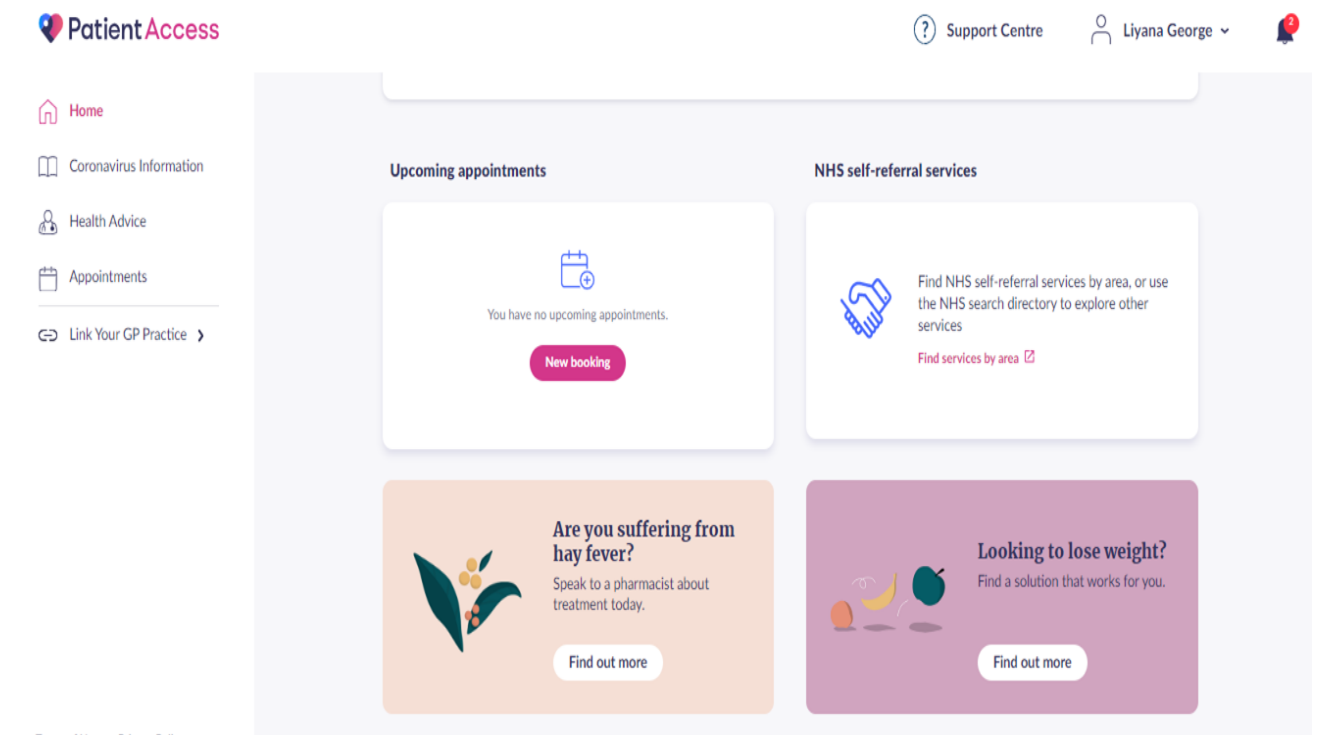
If you forget your sign-in details

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.

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.
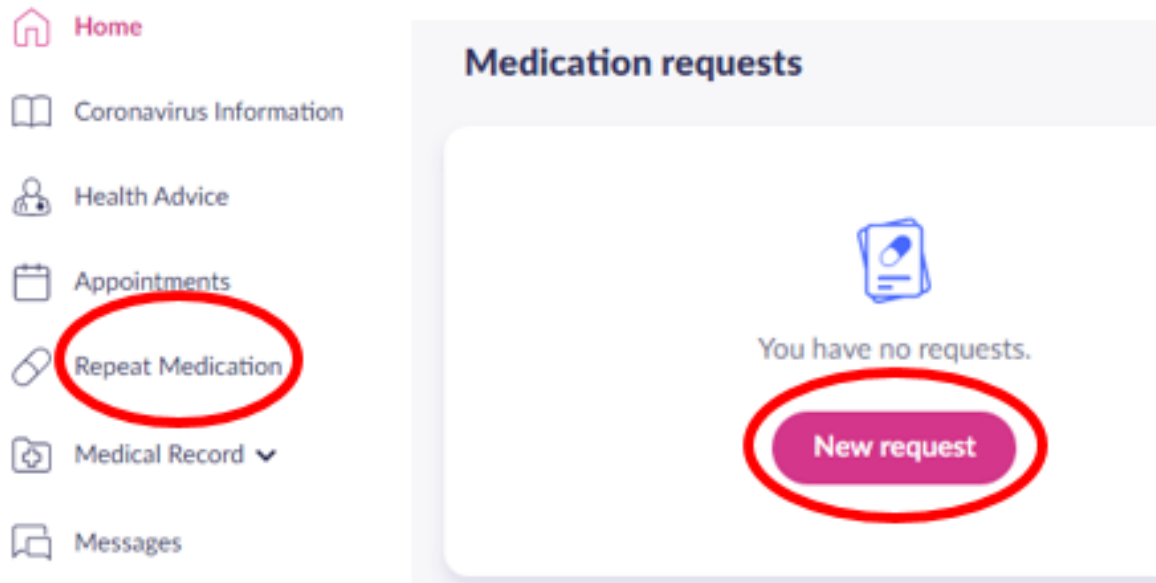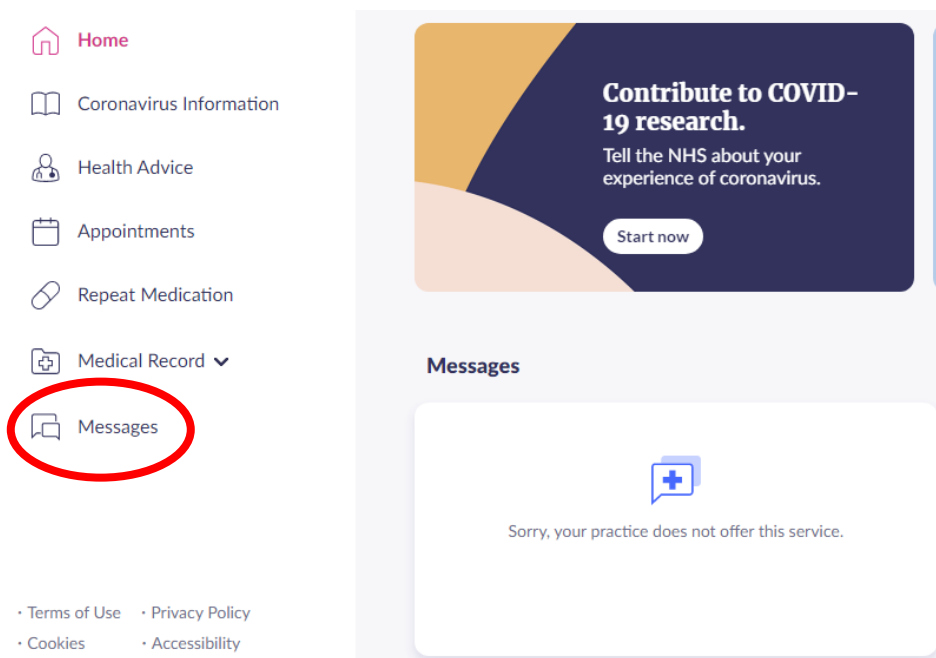
Ordering a repeat prescription

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=jQqTlCVZ_rg&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.
In North Somerset you can phone North Somerset libraries for help with digital skills on 01934 426 834

Or contact your local library directly: https://www.n-somerset.gov.uk/my-services/community-safety-crime/emergency/north-somerset-together/staying-at-home/help-to-use-the-internet-and-improve-your-digital-skills/