

Advise patients to self-register for Patient Access Online

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During the Covid19 pandemic there is a need to reduce footfall and close contact in GP surgeries, as many patients as possible are being encouraged to sign up for Online Access. The criteria for access to this system has been reviewed and adjusted to suit the urgent need for increased electronic processes. Some GP practices are reviewing the methods for Patient Access registration. Practice staff may be able to vouch for patients known to them to avoid the need to bring in I.D. documents and prevent a further visit to the practice premises.

Another suggestion is to allow patients' basic access without ID – the patient is asked to send the practice an email from their personal email account to the practice generic email, this must include their ID details. The practice then ring the patient back and confirm the details. The patient is then given access.

Each GP practice should decide which method(s) they will accept to enable patients to register for Online Access.

Patient Access is a website that displays information from the practice's system and allows patients to:

1. View and book available appointments.
2. View medication and request further prescriptions.
3. Send messages to the practice.
4. View medical record.

Each practice decides how much information is allowed to be seen through Patient Access and how many appointments can be booked online, rather than over the telephone. There is an alternative online access product available, this is called the NHS App which is accessible via the internet and allows patients to self-register without the need to visit the surgery (See How To Guide 59).

Procedure

Create your Patient Access account

Ask your practice for a Patient Access registration letter

Please take photo ID with you when you collect your letter from the practice

When you have a registration letter, use the steps below to set up your Patient Access account.

1. On the Patient Access sign in screen, select **Register now**.
2. Enter your personal details.
Note: The gender field is optional.
3. Enter your account details.
Note: The Mobile phone and Marketing fields are optional.
4. Accept the Terms and Conditions.
5. Select **Create account**.
6. The account is created. Next choose one of the following options:
 - a. Link your GP practice (to link to your practice).
 - b. Skip for now (you can always link later using the Navigation pane or the **My Account** section (available when you select your name)
7. Your account has been created.

Link to your practice

Next use the registration letter to link to your practice.

1. Select **Link Your GP Practice**, at either the end of the registration process, or from the navigation pane.
2. Enter the practice postcode or name of where you are currently registered.
3. Select **Search**.
4. Select your practice from the list provided.

5. Select **Continue**.
6. Below the question 'Have you received a registration letter from your practice?' select **Yes**.
7. Enter the Linkage key (which is recorded on the registration letter).
8. Enter the Account ID (which is recorded on the registration letter).
9. Select **Confirm**.
10. Check your personal details and enter your house number, flat number, or street number, then select **Continue**.
Note: The personal details must match the details held by your practice.
11. Confirm (enter) your password, then select **Link Account**.
12. On the confirmation screen, select **Done**.
Your account has been linked to your practice.

If you live in England, you can register for Patient Access without a letter, using the steps below to create a basic Patient Access account and then connect with your practice. The basic account will allow you to book one appointment (face-to-face or a video consultation) before attending at your practice with ID to complete the registration and for example, get access to your medical record and book further appointments online.

Not all practices allow patients to register online. If this option is not available once you have entered your practice's postcode, you will need to collect a registration letter from them.

Create your Patient Access account

1. On the Patient Access sign in screen, select **Register now**.
2. Enter your personal details.
Note: The gender field is optional.
3. Enter your account details.
Note: The Mobile phone and Marketing fields are optional.
4. Accept the Terms and Conditions.
5. Select **Create account**.
6. The account is created. Next choose one of the following options:
 - a. Link your GP practice (to link to your practice).
 - b. Skip for now (you can always link later using the Navigation pane or the **My Account** section (available when you select your name)
7. Your account has been created.

Connect to your practice

To complete the registration and get a fully active account, you need to take proof of identity to your practice and ask them to complete your registration.

1. Select **Link Your GP Practice**, at either the end of the registration process detailed above, or from the navigation pane.
2. Enter the practice postcode or name of where you are currently registered.
3. Select **Search**.
4. Select your practice from the list provided.
5. Select **Continue**.
6. Below the question 'Have you received a registration letter from your practice?' select **No**.
7. Read the information messages on-screen, then select **Continue**.
8. Check your personal details and enter either your house number, flat number, or street number, then select **Continue**.
Note: The personal details must match the details held by your practice.
9. Confirm (enter) your password, then select **Link Account**.
10. On the confirmation screen, select **Done**.

Your linked account has been created. To fully complete the account and get access to all enabled services, you'll need to take proof of identity (e.g. your driving licence or passport) the next time you visit your practice.

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