

How does Patient Access work?

Your practice uses a clinical information system to manage patient records. Each time you have a consultation with a clinician or test results are sent back from the lab, the details are recorded to build up your medical history and help with your future care. The practice also uses the system to book appointments, send letters and update your contact details. Patient Access is a website that displays information from the practice's system and allows you to:

1. View and book available appointments
2. View your medication and request further prescriptions

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. If you'd like to see more of your information on Patient Access, speak to your practice and see if they have plans for this. The practice are also responsible for allowing you access to Patient Access and only they can create and reset accounts if you're struggling to sign in.

Once you have registered for On-line access your practice will either send you via email or give to you personally your Registration letter

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

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
Your account has been created
6. Verify your email address. Now your account has been created you must verify your email address. An email will be automatically sent to the email address you registered your Patient Access account with. This will provide you with a link to verify your account
Please note:
 - The verification email will expire in 24 hours. If you have not verified your email address within 24 hours, you can click Re-send verification email to send a new link to your email address
 - You can click Skip verification for now to verify your email address at a later time. However, please be advised that you can only skip verification for 10 days, after this your account will be locked until you have verified your email address
7. Once you have clicked on Verify my email address in the verification email that was sent to you, you can then click Sign in to Patient Access
8. 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)

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 detailed above, or from the navigation pane.