



## **PATIENT ACCESS WEBSITE - PATIENT USER GUIDE**

**PLEASE DO NOT MAKE AN APPOINTMENT TO  
ENQUIRE ABOUT THIS SERVICE – JUST ASK  
AT, OR TELEPHONE RECEPTION**

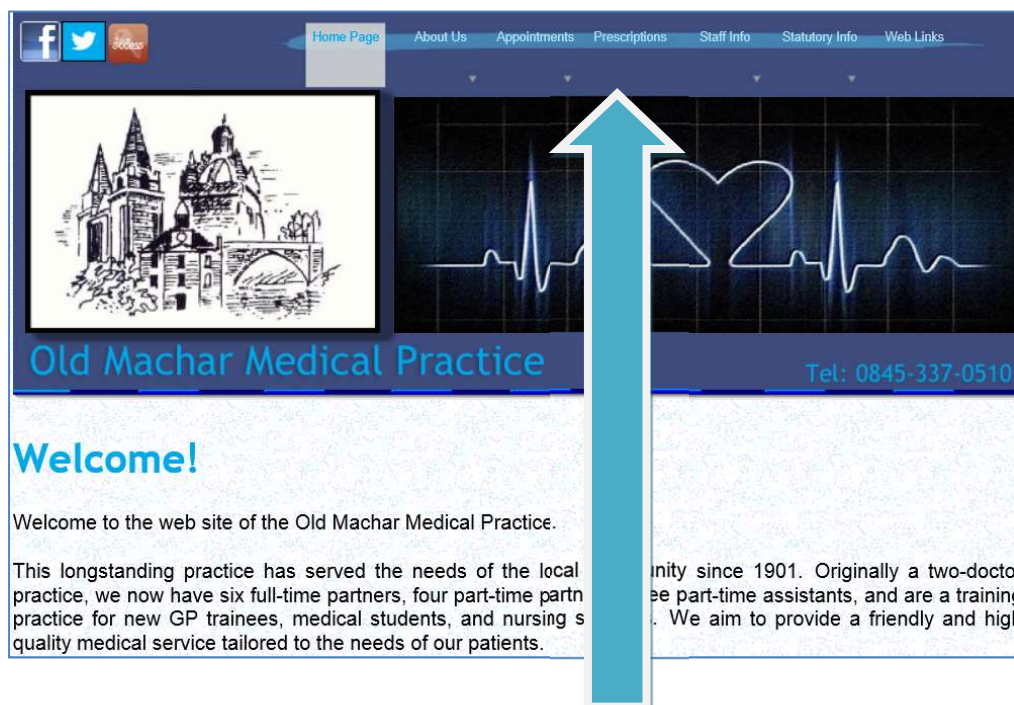
## 1. To create a Patient Access Account

To open a Patient Access Account you first need to contact the Surgery and ask them to register you. In order to register you will need to complete an application form and provide suitable PHOTOGRAPHIC IDENTIFICATION. Forms can also be downloaded from the practice website. You will receive a registration from the practice giving you the information you need to complete the registration screen. This registration form will contain a PIN, your practice number, your individual access ID, and your NHS Number such as the example below.

Screen 1	
PIN	654789
Practice Number	1234
Access ID	9876
NHS Number	1234567899
Screen 2	
First Name	John
Last Name	Smith

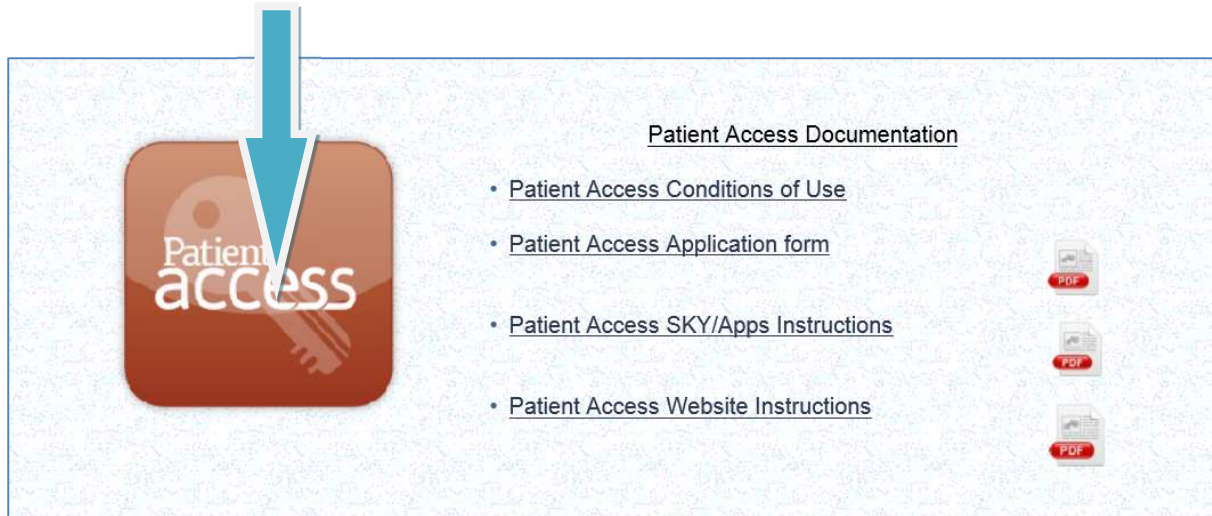
Enter the other information yourself. Remember your password and security information, but do not write them down in identifiable form.

You now need to access a PC and log on to the Internet. Into the Internet address bar type <http://www.oldmachar.co.uk> and the following screen will appear:

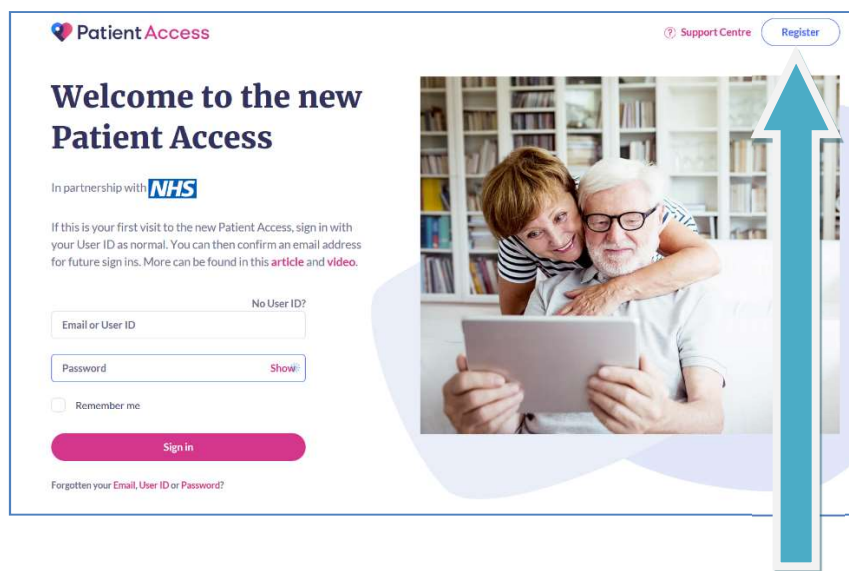


Click on the link in the top menu bar, either '**Appointments**' or '**Prescriptions**'.

The next screen gives you the Patient Access login button and links to helpful information about Patient Access. Click once on the link to, '**Patient Access**'.



You are now presented with the 'Patient Access Sign In/Register' screen.



Click on the "Register" button.

A screenshot of the '1. Your Practice' registration step. The page has a light purple background. It asks the user to 'Please supply a postcode or the name of the practice where you are currently registered as a patient.' Below this, there is a note: '\* If your practice is not located in England [click here](#) instead.' At the bottom, there is a search bar with a magnifying glass icon, the placeholder text 'Postcode or name of practice', and a red 'Search' button. A large blue arrow points up to the search bar.

As the practice is not located in England use the "click here" link

It is of the utmost importance that only genuine patients are granted internet access; Therefore, you **must** have your Registration Letter from the practice giving you the information needed to continue. Also, it is vital that you enter the information EXACTLY as printed on the registration form.

### Link To Practice

To link to your practice, please enter the following details from your registration letter.  
If you do not have a registration letter, please contact your practice to obtain one.

Linkage Key or PIN:

ODS Code or Practice ID:

Account ID or Access ID:

Confirm

The next screen you see will take you through your security details

## 2 Your Personal Details

Please confirm the personal details held by your practice.

Name:

Given name is required. Family name is required.

Date of birth: Gender:

Please fill full date

Postcode: House name, flat or street number:

Postcode is required. House name, flat or street number is required.

Continue

And then ask you to enter email address and create a password.

**Note:** Your password must be at least 8 characters in length, contain at least one upper-case letter, one lower-case letter and one number.

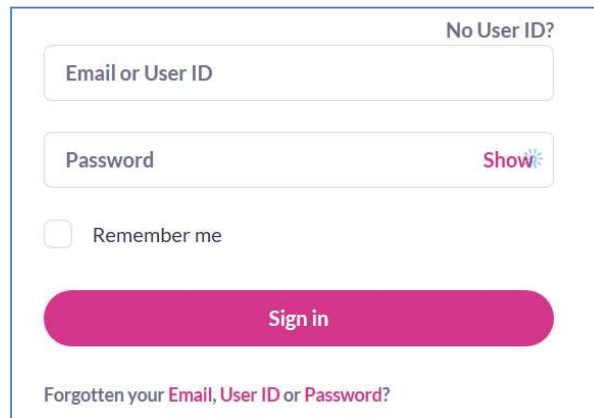
The next screen you see will tell you that your 'sign up' was successful.

As an 'Existing User' you can now sign in as below.

## 2. Signing In to Patient Access

To sign in to Patient Access either progress to the Patient Access “Sign In/Register” screen as is shown above, or you can enter the direct web address into your web browser (<https://www.patientaccess.com/>).

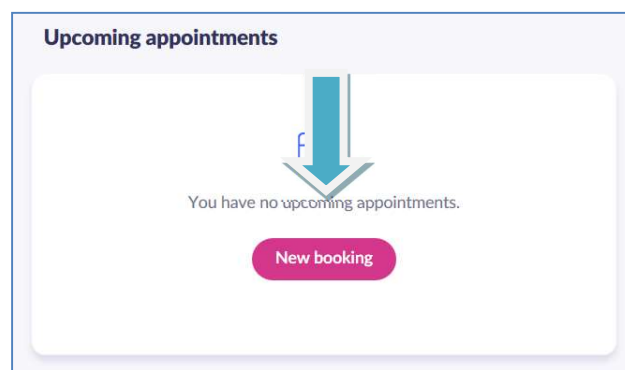
As an existing user you can now sign in by completing the fields below.



The screenshot shows the Patient Access login interface. At the top right, it says "No User ID?". Below this is a text input field labeled "Email or User ID". Underneath is a password field labeled "Password" with a "Show" link and an eye icon. A "Remember me" checkbox is located below the password field. A large pink "Sign in" button is centered below the checkbox. At the bottom, there is a link that says "Forgotten your Email, User ID or Password?".

## 3. Booking an appointment with Patient Access

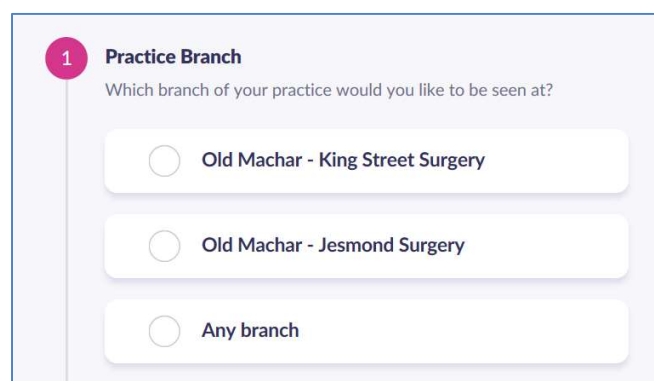
As indicated on your Home Page, you simply click once on ‘**New Booking**’



The screenshot shows the "Upcoming appointments" section. It features a large blue downward-pointing arrow with a small "f" icon. Below the arrow, the text reads "You have no upcoming appointments." At the bottom of the section is a pink "New booking" button.

You are then presented with a choice of the venue. Choose appropriate venue -

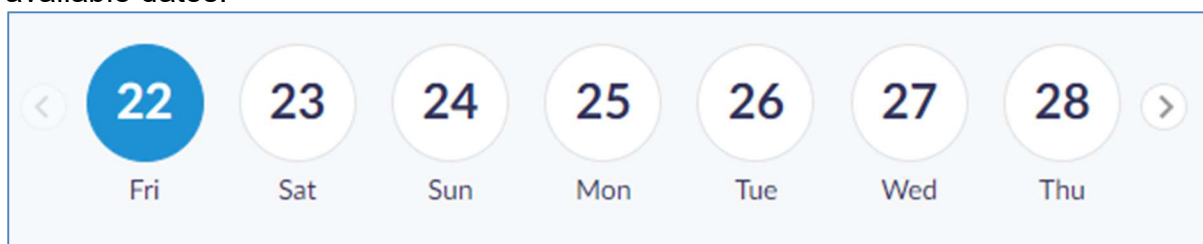
**PLEASE NOTE TO CHECK THE SITE OF THE SURGERY YOU ARE BOOKING – CLEARLY MARKED KING STREET OR JESMOND SURGERY**



The screenshot shows the "Practice Branch" selection screen. It is titled "1 Practice Branch" and asks "Which branch of your practice would you like to be seen at?". There are three radio button options: "Old Machar - King Street Surgery", "Old Machar - Jesmond Surgery", and "Any branch".

Select **Filters**, if required, to choose the practice member you would like to book the appointment with from the list provided. Alternatively, leave as 'No preference'.

Select the date for the appointment, or use the arrows left and right to see more available dates.



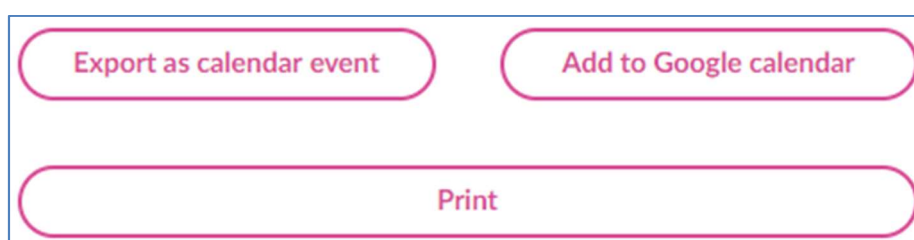
Once you have decided which appointment time is most convenient for you, you click once on that time.

Add the reason for the appointment.

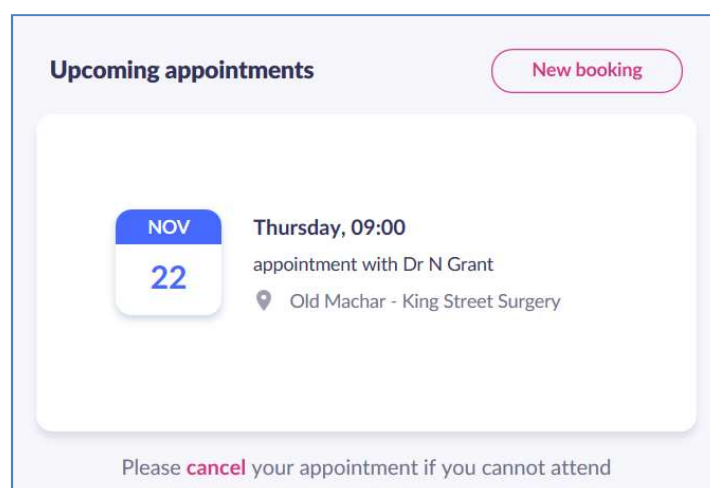
Select **Book appointment**.

The appointment has been booked.

Note: You can choose to print or export/add the appointment to your calendar at this point by scrolling down.



When you return to the 'Home' page of your account (click on [Home](#)) your appointment is displayed as below:

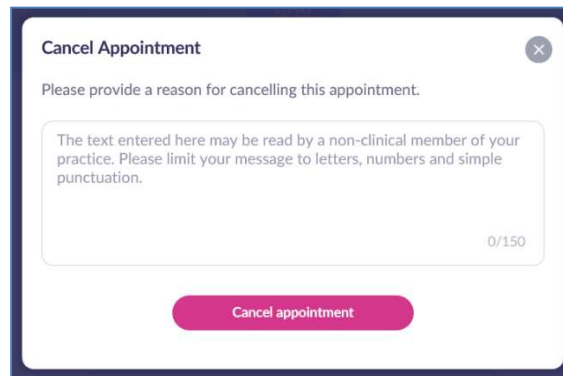




#### 4. Cancelling an appointment with Patient Access

As indicated on your Home Page, you simply click once on '**Cancel**' adjacent to the appointment you wish to cancel.

A confirmation dialogue box is shown.

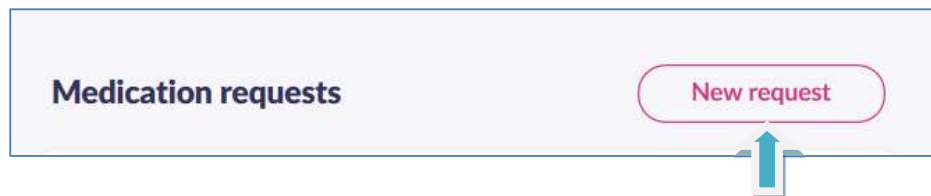
A confirmation dialog box titled "Cancel Appointment" with a close button (X) in the top right corner. The text inside says "Please provide a reason for cancelling this appointment." Below this is a text input field with a placeholder message: "The text entered here may be read by a non-clinical member of your practice. Please limit your message to letters, numbers and simple punctuation." The character count "0/150" is shown at the bottom right of the input field. At the bottom of the dialog is a pink button labeled "Cancel appointment".

Click on '**Cancel**' and a final cancellation dialogue box is displayed.

A light blue rectangular box with a thin blue border. It contains two lines of text: "Appointment has been cancelled." followed by "Your appointment will be removed from the upcoming appointments list."

#### 5. Ordering Repeat Prescriptions with Patient Access

As indicated on your Home Page, you simply click once on '**New Request**'

A light purple rectangular box with a thin blue border. On the left, the text "Medication requests" is displayed. On the right, there is a pink button with rounded corners labeled "New request". A blue arrow points upwards from below the button towards the "New request" button.

The next screen will give you the choice of all of your medications that are currently on active repeat prescription.

To request any repeat prescription item simply click on that item and click REQUEST. **Please remember to put either King Street or Jesmond Surgery in the collection point box** to aid our reception staff as instructed.

Requests
Your medication

Allopurinol Tablets 100 mg

Last issued: 15 Nov 2018

+

Add

56 TABLET - ONE DAILY AFTER FOOD TO PREVENT GOUT.

ADD TO REQUEST

Clenil Modulite Cfc-free inhaler 100 micrograms/actuation

Last issued: 15 Nov 2018

+

Add

1 INHALER - TWO PUFFS TWICE DAILY TO PREVENT ASTHMA

ADD TO REQUEST

Co-Dydramol Tablets

Last issued: 20 Aug 2018

+

Add

100 tablet(s) - 2 FOUR TIMES A DAY AS REQUIRED - PAINKILLER

ADD TO REQUEST

Omeprazole Capsules (Gastro-Resistant) 10 mg

Last issued: 15 Nov 2018

+

Add

56 capsule - ONE DAILY PRN - FOR STOMACH

ADD TO REQUEST

Salbutamol Cfc-Free Inhaler 100 micrograms/puff

Last issued: 15 Nov 2018

+

Add

2\*1 inhaler(s) - 2 PUFF AS REQUIRED - TO RELIEVE ASTHMA

ADD TO REQUEST

A confirmation dialogue box is shown.

Confirm your request
Edit request

1 medication selected

Salbutamol Cfc-Free Inhaler 100 micrograms/puff
2\*1 inhaler(s) - 2 PUFF AS REQUIRED - TO RELIEVE ASTHMA

Message for your practice

Type your message here. Please limit your message to letters, numbers and simple punctuation.
0/150

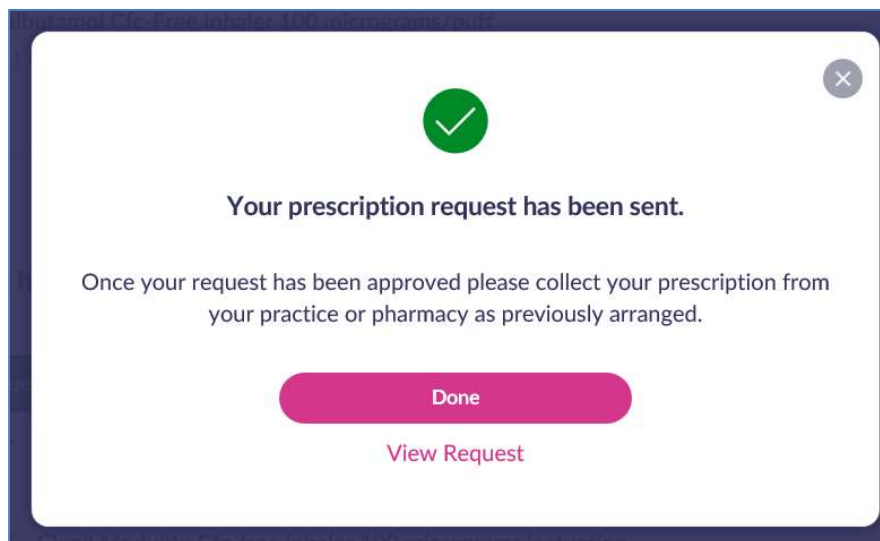
Collection point (Optional)

Enter your collection point...

Cancel
Confirm request



Click on '**Confirm**' and a final confirmation dialogue box is displayed.



The status of your request can be checked online.

## 5. Log Off Patient Access

If you have finished your business with your Patient Access account, don't forget to 'Log Off'. This is done by clicking on 'Sign Out', located by clicking your profile button in the top left-hand corner of the screen.