



## Waddesdon Surgery

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### Online Access: Patient Registration Form

Name			
Date of Birth		Usual GP	
Address			
	Postcode		
Email address			
Telephone Number			
Mobile Number			

I wish to have access to the following online services (tick all that apply):

1. Booking Appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. *Accessing my medical records - Medication and Allergies	<input type="checkbox"/>
4. *Accessing my medical records - Test results and immunisations	<input type="checkbox"/>
5. *Accessing my medical records - Problems, Consultations and Letters	<input type="checkbox"/>

\*If you selected any of the Medical records access options (Numbers 3-5), please ensure you also complete the below table:

I understand and agree with each statement below, in regards to my request for my records access:

I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
If I chose to share my information with anyone else, this will be done at my own risk	<input type="checkbox"/>
I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement/ permission	<input type="checkbox"/>
If I see any information in my record that is not about me, or is inaccurate, I will log out immediately and contact the practice to advise them	<input type="checkbox"/>
If I have access to my child's records, I understand that this will be switched off on the child's 12th birthday	<input type="checkbox"/>

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please note that this form needs to be returned personally by the applicant, along with Photo ID and separate Proof of Address (within 3 months). Unfortunately, drivers licenses do not count as both forms of proof, only photo ID.**

*For Practice use Only*

Identity verified through (tick all that apply)	<input type="checkbox"/>	Photo ID	Name of Verifier	Date
	<input type="checkbox"/>	Proof of Address		
	<input type="checkbox"/>	Personal Vouching		
Name of person who authorised (if applicable)				Date
Date account created	Date pin sent			



# Viewing Your Medical Records Online

Patient Access is an online system where patients can book appointment, order repeat prescriptions and send messages directly to their doctors, to name but a few functions, via the internet.

As part of the national NHS project "Patient Online", we are now also offering for patients to view their medical records online.

Before we can provide access for this service, we need to follow some simple steps:

- Patients need to confirm their identity
- Patient need to have completed and signed the registration form from the surgery
- A GP needs to authorize the application

## **Q. What will I be able to see?**

1. Test results (Blood test, blood pressure, Xray/ scan results etc)
2. Vaccinations and Immunisations
3. Medication
4. Letters about you to and from the doctors
5. Allergies
6. Active problems
7. Upcoming and previous consultations
8. Examination dates and outcomes

## **Q. What are the advantages for me?**

1. If you are waiting for a test result, you can view them as soon as they are added to your record without having to call the surgery
2. You can view your history of immunisations and medication
3. You can view your record anywhere where you have internet access
4. Having access to all your medical information puts you in control of your health and wellbeing- particularly important for people with long-term conditions that need regular monitoring

## **Q. Is it secure?**

- Yes, your information is only yours to view
- It is your responsibility to keep your log in details and password safe. If you suspect your record has been accessed by someone else, or you previously shared your log in information, it is best to reset your password
- If you need assistance changing a password, or you are concerned about the security of your account, please contact the surgery
- If you chose to print any records, it will be at your own responsibility.

## **Q. What about children?**

The minimum age for children to have their own patient access account is 16 years old. Parents can complete Proxy Access forms to view their children's records until the age of 12 years old.

## **Q. Where can I get more information?**

More information can be found at [www.waddesdonsurgery.nhs.uk](http://www.waddesdonsurgery.nhs.uk) / [www.patientaccess.com](http://www.patientaccess.com) , or ask a member of staff

# Important Points to Consider and Basic Guidelines

## Points to consider-

1. **Forgotten History:** There may be things in your medical history you have forgotten, and this may be upsetting
2. **Abnormal results or bad news:** You may find a new result upsetting, and this may happen when the surgery is closed and you are not able to immediately discuss it with a doctor
3. **Choosing to share your information with someone:** It is up to your discretion with whom you wish to share your medical information. It is therefore also ultimately your responsibility on how this information is used
4. **Coercion:** If you think you will be pressured into showing someone your results against your will, it may be best not to register at this time
5. **Misunderstood or hard to understand information:** Some of the information may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery to discuss this with our doctors
6. **Information about someone else:** If you spot information on your record pertaining to someone else, please log out the system immediately and contact the surgery as soon as possible

## Basic guidelines for getting started-

1. You will need to have an active email account, that only you have access to. Shared email accounts unfortunately cannot be used when setting up online access
2. The applicant for online access has to apply personally at the surgery. Unfortunately, forms cannot be returned on the applicants behalf
3. If you already applied directly online, your account will not be set up properly until you come into the surgery, complete the forms, and provide proof of ID and address
4. Please provide photo ID when submitting your application
5. Please provide proof of address, from within the past 3 months (utility bill/ bank statement etc), when submitting your application
6. We cannot unfortunately accept partially completed registration packs. Please ensure you have completed the form, and provide supporting documents (ID and proof of address) at time of application

# How to Log in for the first time

Once we receive your application, we will process it and start uploading your information on the system. This can take a few weeks to complete.

1. Once registered, you will receive an email with your Linkage Key, Account ID and list of service providers; please click on Patient Access ([www.patientaccess.com](http://www.patientaccess.com)) to start your online registration

## Accessing online services

To access online services:

1. Create an account with one of the following service providers:

Service provider	Website
Patient Access	<a href="https://www.patientaccess.com">https://www.patientaccess.com</a>
Evergreen Life	<a href="https://e-life.co.uk/">https://e-life.co.uk/</a>
Co-op Health	<a href="https://www.coop.co.uk/myhealth">https://www.coop.co.uk/myhealth</a>
myGP	<a href="https://www.ilovemygp.com/">https://www.ilovemygp.com/</a>
digi.me	<a href="https://digi.me/nhs">https://digi.me/nhs</a>
Echo Pharmacy	<a href="https://echo.co.uk/signup">https://echo.co.uk/signup</a>
AT Tech	<a href="https://dr-ig.com/">https://dr-ig.com/</a>
Pharmacy2U Ltd	<a href="https://im1.pharmacy2u.co.uk">https://im1.pharmacy2u.co.uk</a>
Medloop	<a href="https://medloop.co.uk-app/">https://medloop.co.uk-app/</a>
Boots UK	<a href="https://boots.com/nhs">https://boots.com/nhs</a>
My Way Digital Health	<a href="https://patient.diabetesmyway.nhs.uk/register/">https://patient.diabetesmyway.nhs.uk/register/</a>
C Sharp Solutions	<a href="https://patally.co.uk/">https://patally.co.uk/</a>
Patients Know Best	<a href="https://patientsknowbest.com/gp">https://patientsknowbest.com/gp</a>

2. Provide the following online services account details when prompted:

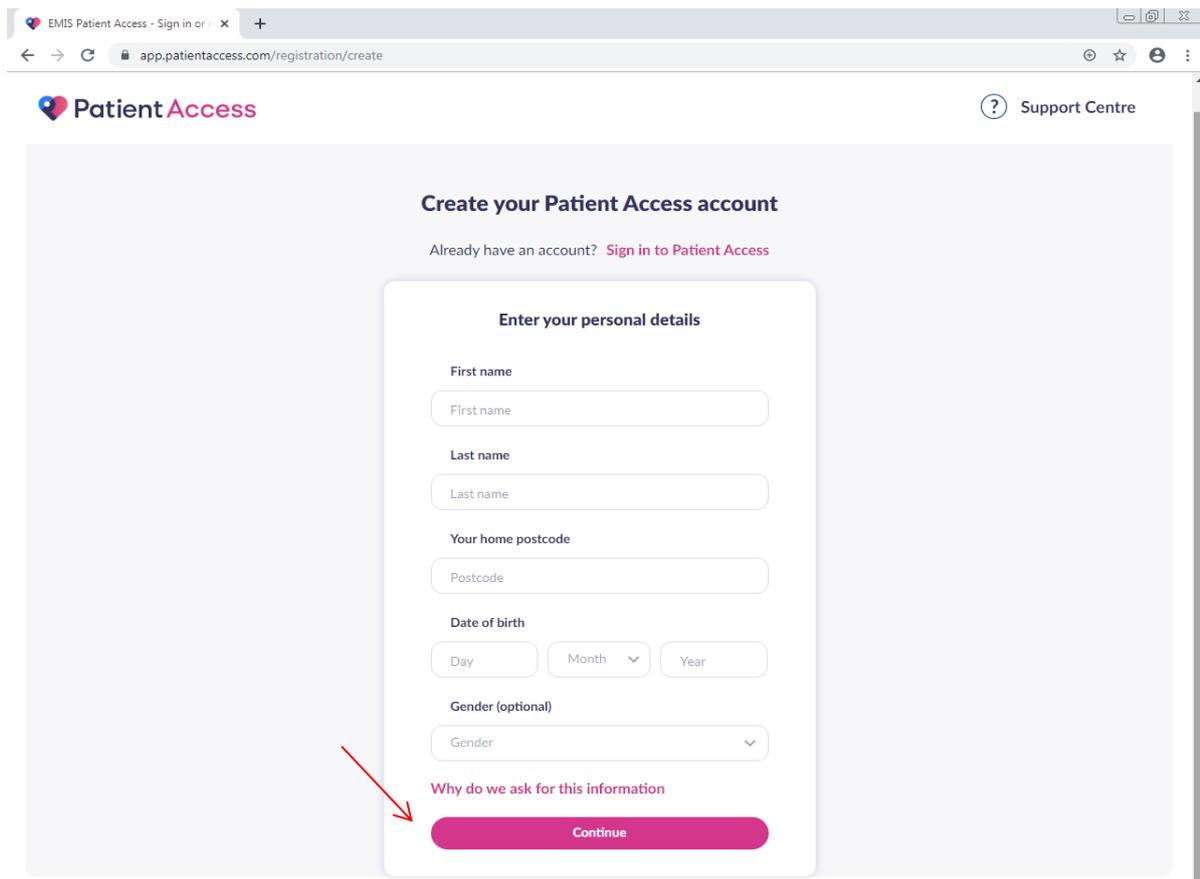
Linkage Key	██████████
ODS Code	██████████
Account ID	██████████

**Note:** The account details are unique to you and were provided by WADDESDON SURGERY .

2. When you first log on to your account, via Patient Access, please click the 'Register' button on the top right hand corner:

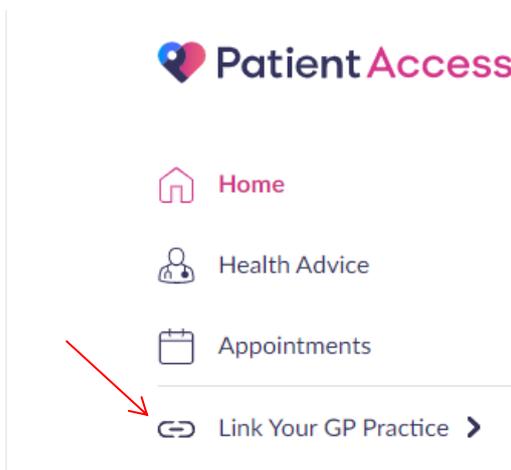
The screenshot shows the Patient Access website interface. At the top right, there are two buttons: 'Sign in' and 'Register'. A red arrow points to the 'Register' button. Below the navigation bar, the main heading reads 'Welcome to Patient Access' with the NHS logo. The text below the heading says: 'In partnership with NHS. If this is your first visit to the new Patient Access, sign in with your User ID as normal. You can then confirm an email address for future sign-ins. More can be found in this article and video.' There is a form with two input fields: 'Email or User ID' and 'Password'. Below the 'Password' field is a 'Show' button. There is also a checkbox for 'Remember Email or User ID' and a 'Sign in' button. At the bottom left, there is a link for 'Forgotten your Email, User ID or Password?'. On the right side of the page, there is a large image of two women smiling and hugging.

3. This will bring up a new screen, where some of your basic information is required to be completed. Once you complete all fields, click 'Continue':



The screenshot shows a web browser window with the URL [app.patientaccess.com/registration/create](http://app.patientaccess.com/registration/create). The page title is "Patient Access" and there is a "Support Centre" link in the top right. The main heading is "Create your Patient Access account". Below this, there is a link: "Already have an account? [Sign in to Patient Access](#)". The form is titled "Enter your personal details" and contains the following fields: "First name" (text input), "Last name" (text input), "Your home postcode" (text input), "Date of birth" (with "Day", "Month" dropdown, and "Year" dropdown inputs), and "Gender (optional)" (dropdown menu). Below the form, there is a link: "Why do we ask for this information" and a pink "Continue" button. A red arrow points to the "Continue" button.

4. Select 'Link your GP Practice', either at the end of the registration process detailed above, or from the navigation pane



5. Enter the Practice Postcode or Name of Surgery (Waddesdon Surgery, HP18 0LY) and click 'Search'

6. Select the Practice from the list provided and click 'Continue'

7. Next, you will be asked 'Have you received a registration letter from your practice?' - Click 'Yes'



Have you received a registration letter from your practice?

Yes No

8. Enter the Linkage Key and Account ID, then click 'Confirm'

2. Provide the following online services account details when prompted:

Linkage Key	██████████
ODS Code	██████████
Account ID	██████████

9. Check your personal details are correct, enter in your full home address (matching your details held by your practice), then select 'Continue'

10. Confirm your password and then select 'Link Account'

11. On the confirmation screen, select 'Done' - Your account has now been linked to the practice

### Experiencing technical problems?

Please contact Patient Access directly via their online Support Centre

