

Registering for online services: a guide for patients

What is Patient Access?

Patient Access is an online service which allows you to book appointments, order repeat prescriptions, and view your medical records. The service can be accessed from your home PC, Tablet or Mobile phone.

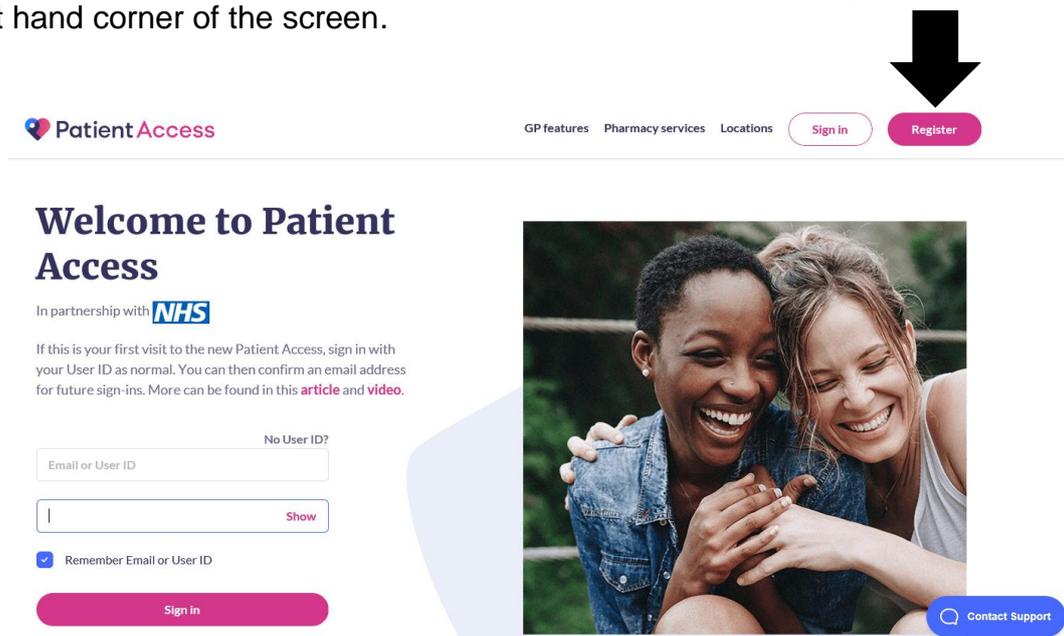
How do I register for Patient Access?

Step 1

Visit the surgery in person and ask for an online services application form. Complete this and ensure you have read the accompanying information leaflet. Return the completed form to reception along with two forms of ID. One form of photo ID such as Passport, driving licence, freedom pass etc and also one form of ID with your home address such as recent utility bill or bank statement. The receptionist will print your linkage details for you, which you will need to set up your Patient Access account.

Step 2

Go to the following website <https://www.patientaccess.com> (also accessible via the practice's website or just search 'patient access' on your web browser). Select 'register', the pink button in the top right hand corner of the screen.



- Complete the fields with your personal details. As part of this stage you will be asked for an 'email or user ID' and a password. This is **NOT** the linkage detail printed for you by the surgery; you won't need these until later in the registration process. We suggest you use your email address as your user ID and you can choose a password. These are the login details you will use when you access online services on an ongoing basis, after the registration process is complete.
- You will then be asked if you want to link your account to your practice. Click 'link your GP practice'. Enter the postcode of the surgery: CB23 7DY. Select either Comberton or Eversden Surgery (it doesn't matter which) and click continue.

- You'll be asked 'have you received a registration letter from your practice?' Click 'yes'
 - Enter your Linkage Key and Account ID. This is the information on the letter you were given by the surgery. Click 'confirm'. The registration process is now complete. Once you have successfully registered your account you no longer need your Linkage Key and Account ID, these can be discarded. You will only need the email address and password that you entered at the beginning of the registration process to sign-in from now on.
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Common problems

- The linkage key and account ID you're given by the surgery is only valid for 48 hours. If you try to register using it after this time it will be rejected and you'll need to come back to the surgery to have it reset and reprinted.
- Once you're successfully registered and have logged in, check that you have access to the functions you requested e.g. booking appointments, requesting repeat prescriptions. If you don't, let us know and we can change your access settings.
- After registration, if you forget your password or have other problems logging in, you will need to contact Patient Access directly. Click on 'forgotten username or password' and from that page, select 'support centre' in the top right hand corner.