



WEeping CROSS Health Centre

Bodmin Avenue,
Weeping Cross,
Stafford, ST17 0EG.
Tel: 01785 662505
Fax: 01785 661064
www.wxhc.org.uk

BEACONSIDE Health Centre

Weston Road,
Beaconside,
Stafford, ST18 0BF.
Tel: 01785 214424
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www.beaconsidehc.nhs.uk

JOHN AMERY DRIVE Surgery

14 John Amery Drive,
Rising Brook,
Stafford, ST17 9LZ.
Tel: 01785 252244
Fax: 01785 252619
www.johnamerysurgery.co.uk

Patient Access.

What is Patient Access?

Patient Access is an online service available to you, as a patient. Patient Access is a national platform approved by NHS England. The Practice can provide you with your initial log in details. Once you have registered however your record is completely secure and the Practice cannot access, adjust or amend your account with Patient Access. If you do have any queries regarding the service please contact Patient access directly.

If you register and create an account for the service you will be able to:

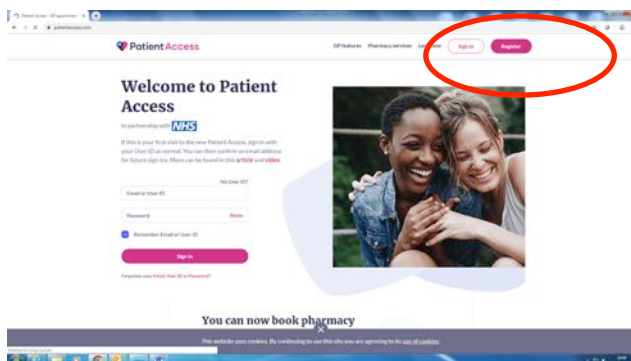
- Book appointments with our Clinical Team.
- Order repeat medication.
- View your summary medical record.
- Act on behalf of another individual (subject to the appropriate checks and permissions).
- Complete all the above whenever you have access to the Internet.

How to Register and create an account for Patient Access.

To register and create an account for patient access you will need.

- A registration letter from your GP surgery (this will have your Linkage Key and Account ID).
- You will need to have the email address we have on our records.

On the patient access home screen – Click Register.



This will take you to the screen below – Enter your personal details as requested – Please note the gender field is optional.



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Patient Access

Create your Patient Access account

Already have an account? [Sign in to Patient Access](#)

Enter your personal details

First name
Last name
Your home address
Date of birth
Gender (optional)

Why do we ask for this information?

Continue

Click continue.

Enter the account details below – The email address that is also held by the surgery (This email address can only be used once and not for other users of patient access). Create a password with a minimum of 8 letters – uppercase and lower case with a mix of numbers – Mobile number is optional if you do include your mobile number this must match the mobile number we have at the practice.

Patient Access

Create your Patient Access account

Already have an account? [Sign in to Patient Access](#)

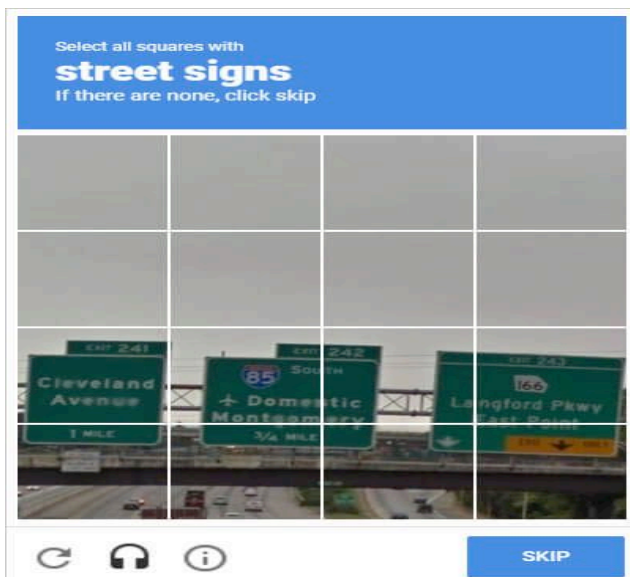
Enter account details

Email address
Password
Mobile number (optional)

I accept the Terms and Conditions
 I'd like to receive marketing communications (Email, letters and patient related) to enhance the experience of Patient Access

Create account

You then need to verify your details by confirming you are not a robot – this will look similar to the image below.





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Now the account has been created – Next link your GP practice.



Your Patient Access account has been successfully created

Would you like to link your GP practice?

In partnership with 

Additional features that you will have access to by linking your GP practice:

- Book GP appointments
- Order repeat medication
- View your medical record
- Act on behalf of someone
- Message your GP

Please bear in mind that some GP practices might not support Patient Access features.

[Link your GP practice](#)

[Skip for now](#)

Have you received a registration letter from your practice?

Yes

No

Answer the question “Have you received a registration letter from your practice” Select – Yes.

Enter the surgery post code – ST17 0EG – Select your practice from the list provided.

Enter the Linkage key and Account ID – (which is on the registration letter you received from the surgery).



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Select Confirm.

Check all the personal details – Please note all personal details must match those held by the practice.

Confirm your password – Then click link account.

Once on the confirmation screen – click done.

Request Repeat Medication

Important points to note:

- You can only request repeat medication through Patient Access.
- Acute medication is for information only (if more is required, contact the practice).
- If you would like to request repeat medication, follow the steps below.

New request

Select one of the following:

- Select New request from the Medication requests section of the homepage.
- Select Repeat Medication from the dashboard, then request medication.



Select  to add the medication(s) you would like to request, or use Select all medications from the right-hand panel. All selected medications can be viewed in the right-hand panel.

Select Request 'X' medications.

Enter a message for your practice if applicable.

Note: This field is optional, mandatory or disabled depending on your practice.



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Nominate a pharmacy (to locate and select a pharmacy).

Please note - in this scenario, the prescription does not need to be collected from your practice. The medication can be collected directly from your pharmacy, once approved by your practice.

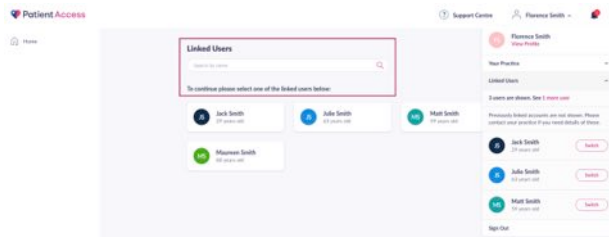
Not now (to collect the prescription from your practice).

Select Confirm request.

Your prescription request has been sent.

How to switch to a linked user

Searching for linked relatives or people on your account. Where you have four or more linked relatives or people that you care for, you can use the Linked Users search box to search by name for those in your care. The list of available linked people is refined as you type. You can then click the button to switch to that person.



When you have switched to a relative or another person, you will notice a dark blue banner at the top noting 'Acting on behalf of **** person' to remind you. The relative or person's name will also show top right on the screen.

Where relevant, the Patient Access app will also display 'acting on behalf' of information. When an appointment is booked by you it will be added to your calendar.

On desktop browsers, you can swiftly switch back to your own account by clicking View Profile > Your Personal Profile > Switch.

On IOS and Android apps, you can switch back to your own account by clicking More > linked users.



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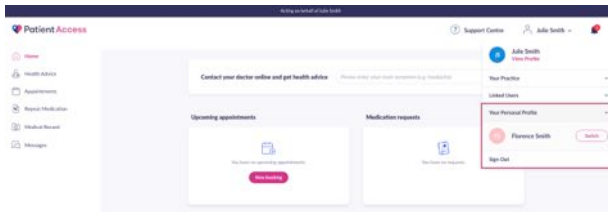
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When you carry out an action on behalf of relative or person, you will be shown a notification reminding you. This will show once per login session, per relative or person. It asks you to proactively click No or Continue to confirm the decision.

