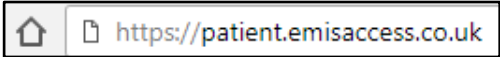
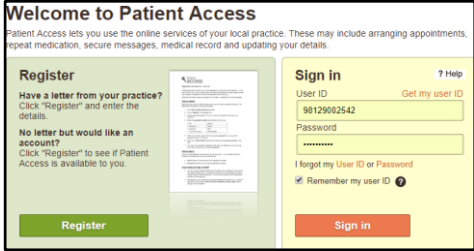
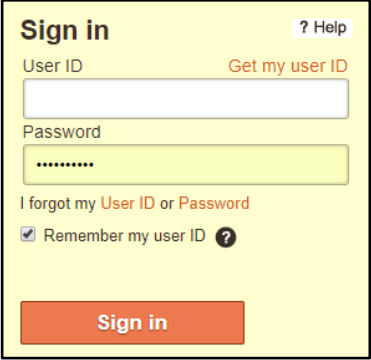




Booking an appointment online

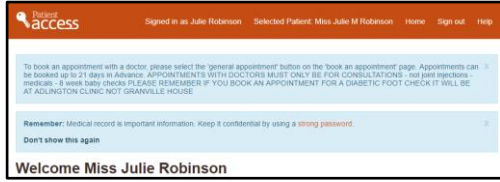

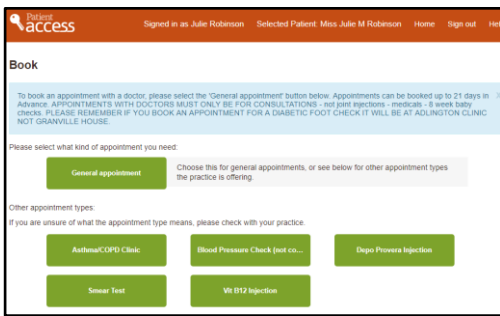
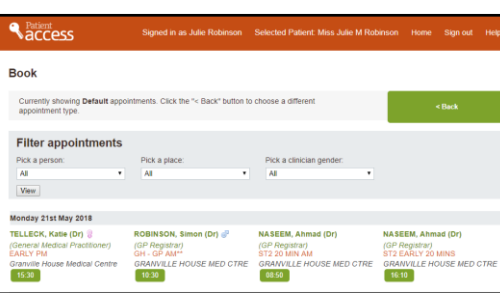
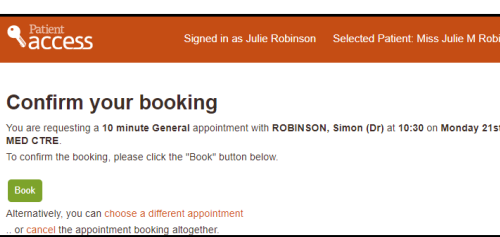

First produced in May 2018

<p>How to book an appointment online.</p> <p>This guide has been created based on the knowledge that you created an account by following the registering with a doctor guide issued last week.</p> <p>Your account will be restricted to viewing and making one appointment only. To access the full functionality of Patient Access, you will need to take two forms of ID to your doctors practise, one with a photo and one with your address, a bank or credit card statement.</p> <p>NOTE utility bills will not be accepted as a form of identification.</p>		
1	<p>The first thing we are going to do is access the patient access website.</p> <p>Using your web browser, enter patientaccess.co.uk into the address bar after the https:// and press enter</p>	
Q1	<p>What is the difference between Register & Sign in?</p>	<p>Answer:</p>
2	<p>This guide is based on the knowledge that you have registered for an account.</p> <p>Select sign in.</p> <p>If you completed a registration you will have received an email quoting your user ID</p>	
3	<p>Insert your user ID that was created during last week's session.</p> <p>Insert your password that you created during last week's session.</p> <p>When you enter your password, the letters are not displayed, this is to protect your password.</p> <p>Click on sign in</p>	
Q2	<p>Why does it say, "I forgot my User Id or Password"?</p>	<p>Answer:</p>



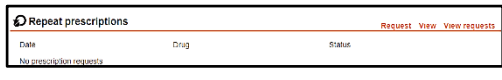
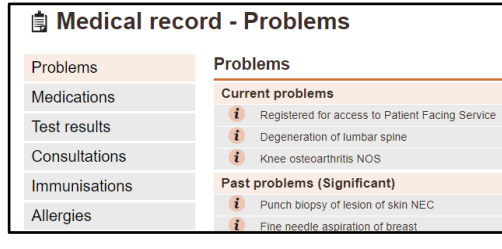


Starting Point Community Learning Partnership – Digital Skills
Funded by The Good Things Foundation – Future Digital Inclusion Fund

4	<p>Providing you insert the correct User ID and password you will see a welcome screen showing your name and address.</p>	
5	<p>Move down the page and you will see your surgery contact details.</p> <p>Under the appointments section</p> <p>Click Book</p>	
Q3	<p>Is there more than one way to scroll down a page if using a laptop?</p>	<p>Answer</p>
6	<p>Select General appointment</p>	
Q4	<p>What happens if I don't select anything for a few minutes?</p>	<p>Answer</p>
7	<p>Appointments available are displayed by date, time & specific doctor.</p> <p>Select an appointment.</p> <p>Your account will be restricted to viewing and making one appointment only, until you provide two forms of ID to your Doctors practise.</p>	
8	<p>You have not completed your booking yet. Once you select a time you will be asked to confirm.</p> <p>As this is a training exercise we will NOT select Book</p>	
9	<p>Select patient access logo top left to go to the websites home page.</p>	





10	<p>Scroll down the page to repeat prescriptions. All your medication that is available for a repeat prescription is listed. You can request, view & view your requested prescriptions. This option is only available if you have provided two forms of ID to your doctor's practise, one with a photo and one with your address, a bank or credit card statement. Not a utility bill.</p>	
11	If you have provided your two forms of ID to your Doctors practise you will be able to access all your medical history.	

Notes:

