

ONLINE ACCESS FOR PATIENTS

There are three paths for online access for our patients. You can have all three if you wish.

If you are under 16, we do not offer access to any service in your own right.

1.



Patient Access can only be applied for fully by coming to the surgery and filling in the form and providing ID. This is because Patient Access can give you the facility to order prescriptions, see aspects of your medical record AND make appointments.

Families/Carers can apply to be a PROXY user for someone. Both parties must fill in the Proxy Application Form and provide ID. Parents can fill in details to be a Proxy for children under the age of 11. Between ages 11 and 16, the patient must give their consent for their parent/guardian to be a Proxy user. Access to the Proxy will automatically stop when a patient reaches their 11th birthday until consent is given.

Please visit Patient Access here - <https://www.patientaccess.com/>

2.



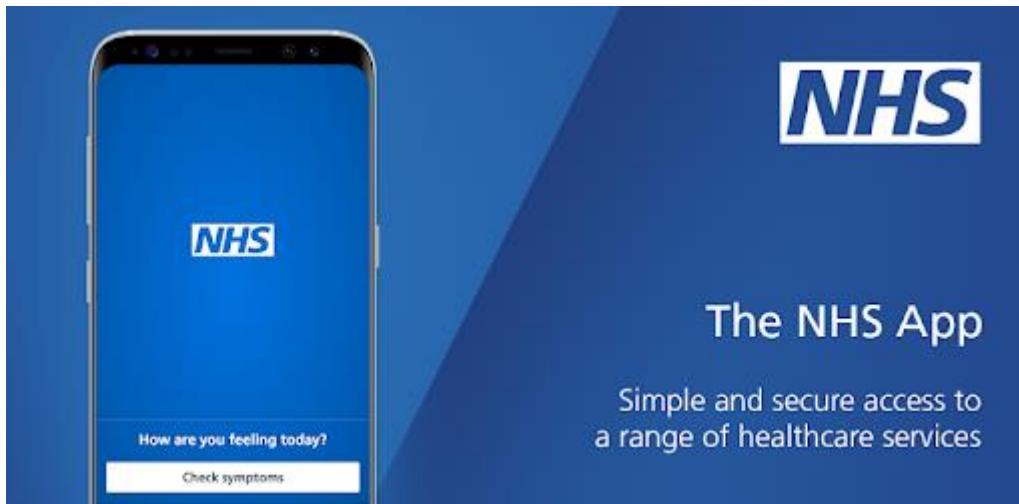
myGP is an App that you download on your phone. Patients do not need to come to surgery or provide ID*. This is because the App only allows you to book appointments. There is NO facility for prescriptions or medical records (yet).

Families/Carers can add patients to their App as Dependants. If the patient is between the ages of 12 and 16, a parent/guardian can add them to their own accounts as a Dependant as long as the patient gives their consent. This consent must be given verbally or in writing by the PATIENT to the surgery.

*Some patients who already use Patient Access have been asked to provide their Patient Access log-in details when downloading the myGP App. This may be in preparation for when the App is able to do prescriptions in the future.

To download the myGP App, please visit <https://www.mygp.com/user/>

3.



NHS APP. This App offers similar services to Patient Access. If you already use Patient Access, you can use your pin details to register. These pin details can be provided by the Practice if you no longer have them. If you do not use Patient Access, you can register on the App by using your passport/driving licence and following instructions given by the App.

To download the App please visit - <https://www.nhs.uk/nhs-app/>

- **Patients need to be aware that none of these services are run by their Practice. In in the event of any problems, you should contact the Service/App provider in the first instance.**