

The application process:

1. Please read this leaflet carefully.
2. Complete the application form. Only the patient can apply for access.
3. Bring the completed application form and ID to reception.
4. The receptionists will check your ID and take the application form from you.
5. They will pass it to the Online Application Manager who will arrange the access
6. You will receive a phone call to when your online access pack is ready for collection
7. You can collect your registration pack from the Surgery
8. Follow the information in the pack on how to gain access.

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Patients Guide to Online Access



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What is Online Access?

Online Access is available to patients over the age of 16. There are 2 different types of online access that you can apply for. They are;

- 1) **Basic Access**—this allows you to book appointments, order your repeat prescriptions and see any allergies that you have.
- 2) **Advanced Access**—this allows you to do everything you can in basic access but also allows you to view parts of your medical records. This level of access has to be approved by a GP.

Why do I have to apply for Online Access?

To ensure the safety and privacy of all our patients we are asking people to apply for online access. You will need to fill out the application form and provide 2 forms of ID to confirm your identity.

Can my application be rejected?

Yes, it can be rejected. We will reject applications if we are unable to confirm your identity. Also if you apply for Advanced Access it is not guaranteed that you will receive this. The GP may think it is best for you to have the basic access as this will give you access to the information that you need.

Why do I need to bring ID?

All patients wishing to apply for online access will need to provide ID from the list on the next page. You will need 1 from section A and 1 from section B. This is confirm that we are granting access to the correct person. It is also a way of us making sure that your contact details are up to date.

Section A

- Passport
- Photo Driving Licence
- Photo Residence Permit
- Emergency Service ID Card

Section B

- Financial statement
- Utility bill
- Rent agreement
- Student loan statement
- DWP letter

How long will the process take?

Once we have received your application, we aim to get the access sorted as soon as possible. Basic Access will take up to a week and an Advanced Access will take up to 4 weeks.