



What is Patient Access?

With Patient Access, you can now access your local GP services at home, work or on the move — wherever and whenever you can connect to the internet.

Using Patient Access you can:

- **Book a consultation (when available)**
- **Order repeat prescriptions**
- **Change your address details**

How to register for Patient Access

- 1) Visit www.patientaccess.com
- 2) In the top right corner click on **Register Online**.
- 3) Enter Harley House Surgery or our postcode (TA24 5DL) in the box. Click **Search**. Select the surgery from the list and click **Continue**.
- 4) Answer **No** to the question 'Have you received a registration letter from your practice?'. Click **Continue**.
- 5) Enter your personal details - these must match the details we hold on our system – and then click **Continue**.
- 6) Enter your email address, mobile phone number (to recover your password if you forget it) and create a password which has to contain at least one number, one upper-case letter and one lower-case letter.
- 7) Agree to the Terms and Conditions and decide if you would like to receive marketing email communication from Patient Access. Click **Register and Create Account**.
- 8) To complete the registration process and fully activate your Patient Access account please contact the surgery on 01643 703441 and leave your name and phone number for Steve Quantick to contact you and confirm your personal details and your NHS number. Once your identity is confirmed you will be able to order medication online.

How to sign in to Patient Access

Once you have fully registered for Patient Access you can then sign in.

1. Go to www.patientaccess.com
2. Enter your user ID or email address and the password which you set during the registration process.