Online Patient Access – How to register

Firstly you will need to **attend the surgery** with a form of **photocard ID** to obtain your registration letter. Using the details from the letter please follow the instructions below.

Access the website shown below via the link on the practice website homepage, or by typing https://www.patientaccess.com/ in the address bar of your internet browser.

The following screen will be displayed:
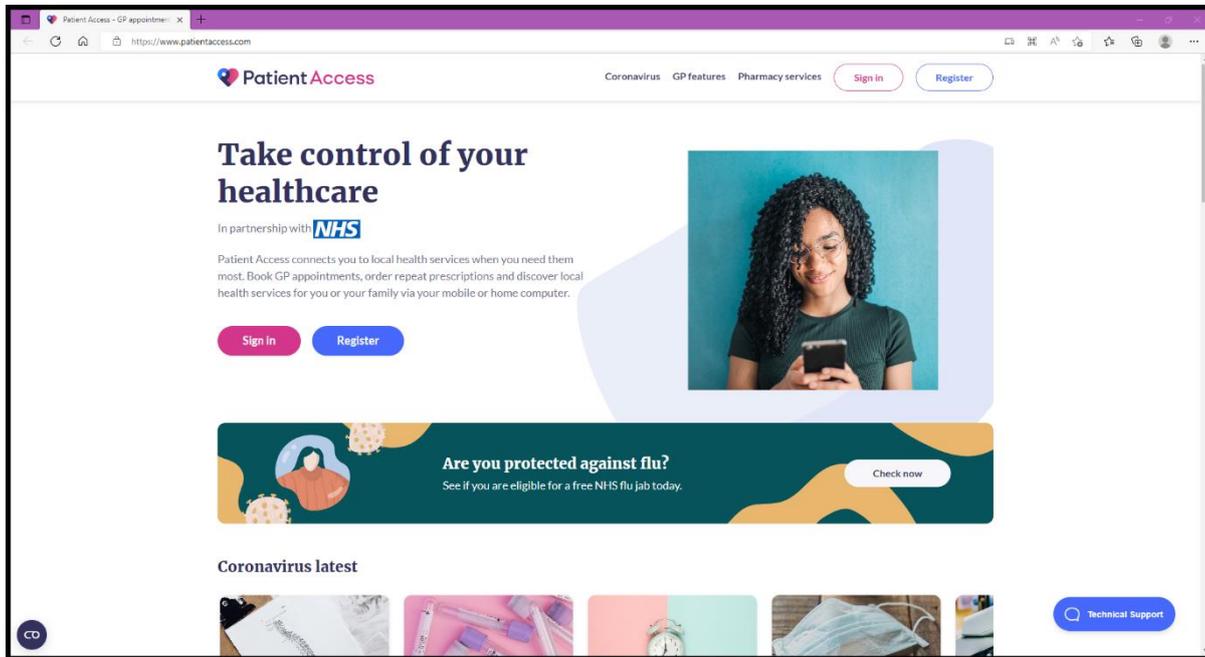
*To set up an account you will need to use the Register section **You will only need to use this section once**.*

Step 1 - Registration

- Click **Register**

The following screen will be displayed:

- Fill in your details (First name, Last name, Post Code, Date of Birth and Sex* (*this is optional)
- Click **Continue**.

Step 2 – Creating your Account

The following screen below is displayed:

- Fill in the details requested (Email address and password of your choice) **Please note the email address you use must match what the surgery holds for you.**
- **Make a note of the password you create.**
- Click the tick box to indicate you **accept the Terms and Conditions**

Please note your password should be a mixture of upper and lowercase letters, numbers and special characters, and be at least 12 characters long.

- Click **Create Account**. The following screen is displayed
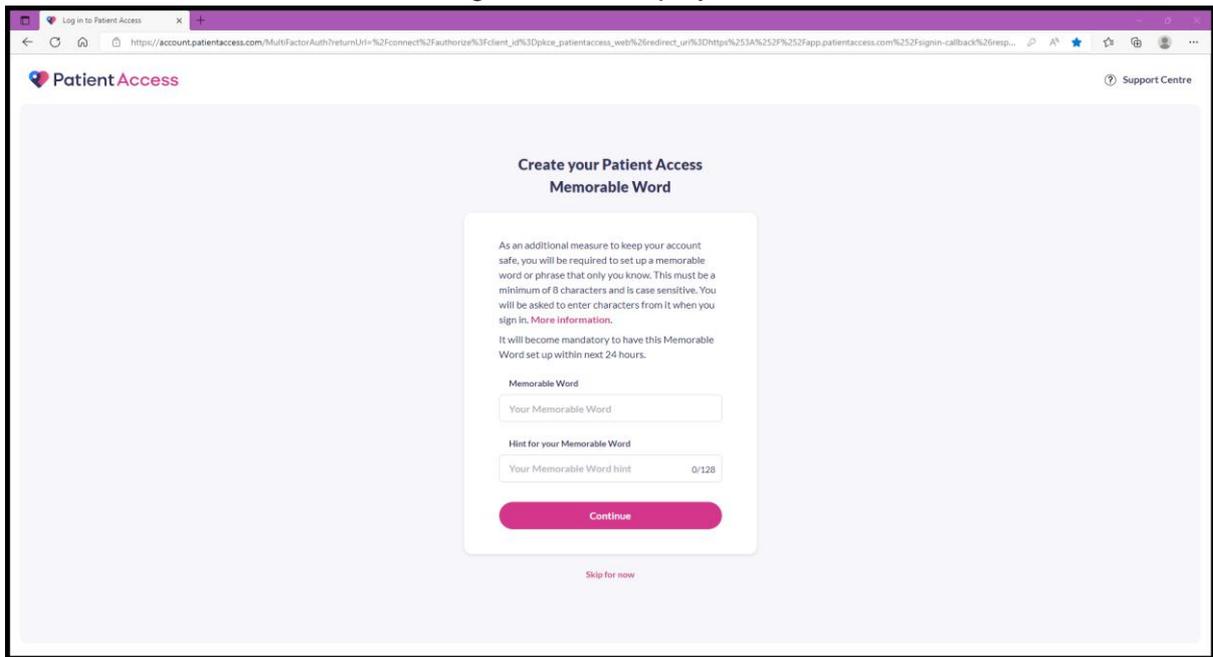
- As an **additional security measure**, you will be asked to set up a **memorable word**. (Note this word is **case sensitive** and must be at least **8 characters long**).
- Make a note of your memorable word.
- Click **Continue.**

The following screen will be displayed:
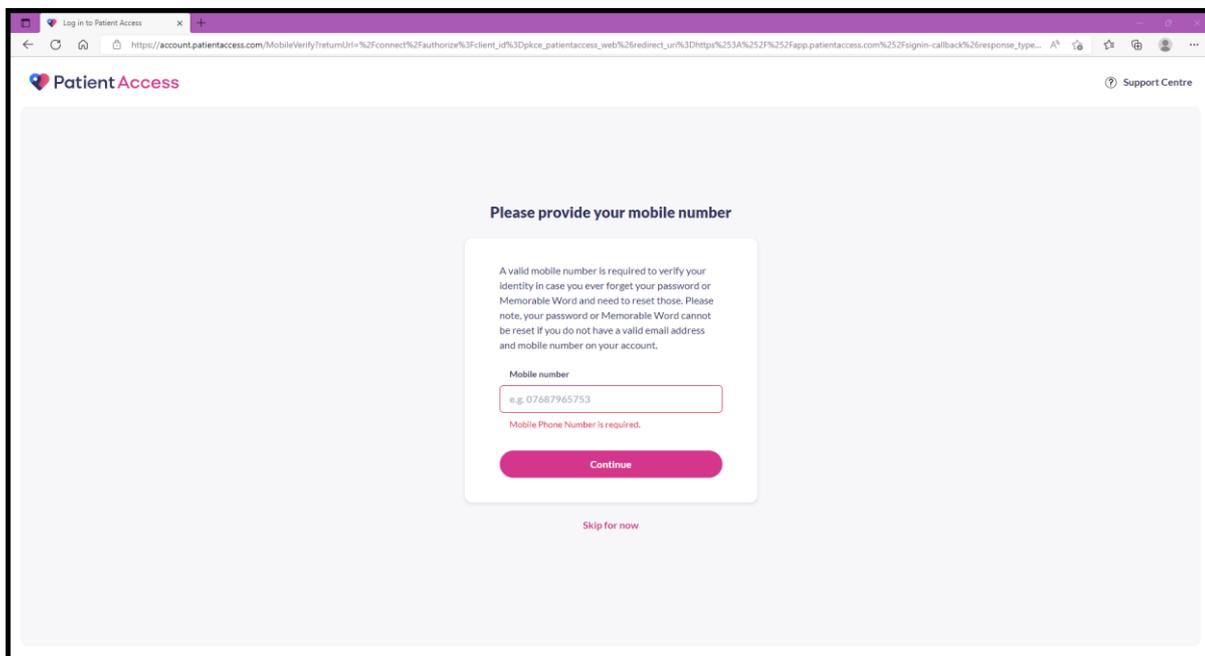
- Enter your **mobile number** and click **Continue.**

A message will be displayed asking you to verify your email address. Click on **Send Verification Email**.

You will receive a verification email – simply click on the 'Verify Your Email Address' button within the email.

You can skip these steps initially; however, you will need to complete the verification process by accessing your account settings later. ***The system gives you 10 days in which to do this, after that you will not be able to sign into your account.***

If successful, the following screen will be displayed:
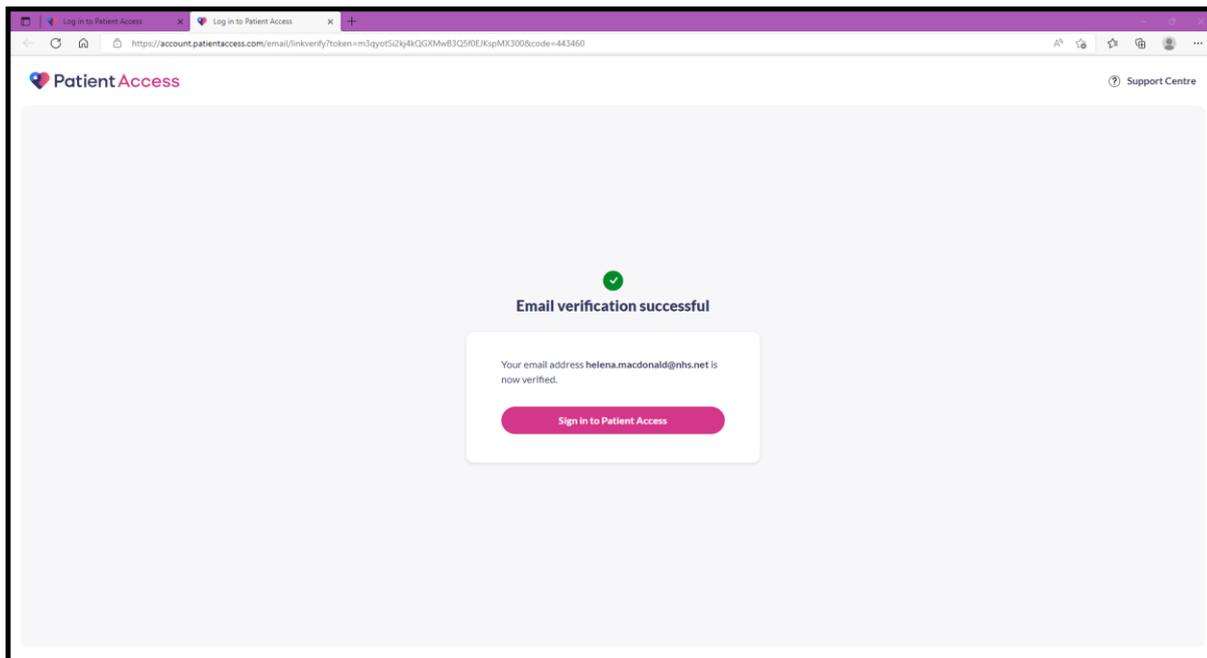
Click '**Sign in to Patient Access**'.

Step 5 – Linking your Account

The following message will be displayed:

Would you like to link your GP practice to your account?

In partnership with **NHS**

Additional features that you'll 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

To view your medical records, request medication and book appointments you will need to link your account to your GP Practice.

Click **Link your GP Practice**.

You will be presented with a search box asking you're your GP Practices post code. Please note that **all** New Forest Central Medical Group patients **should use the Brockenhurst site** post code of **SO42 7RY**.

Select '**New Forest Central Medical Group**' (as shown below) and click 'continue'.
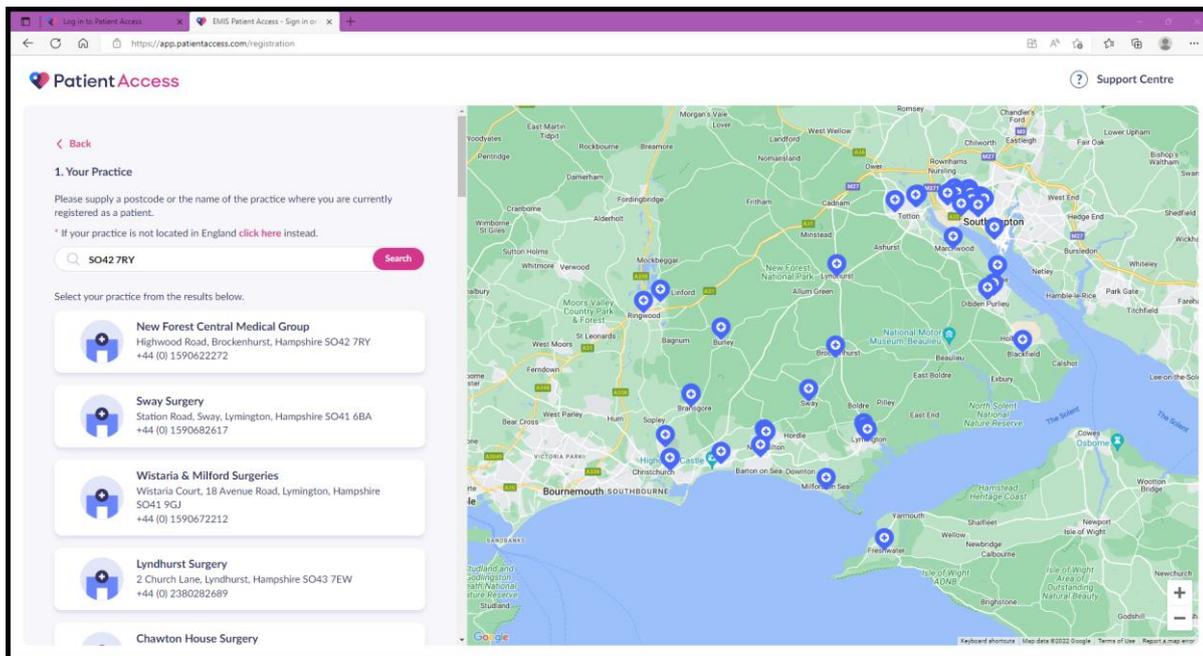
You will be presented with a few options. *The following is a guide for patients using their **Registration Letter** to link to their GP Surgery.*

Click '**Continue with registration letter**'.

The following screen is displayed:
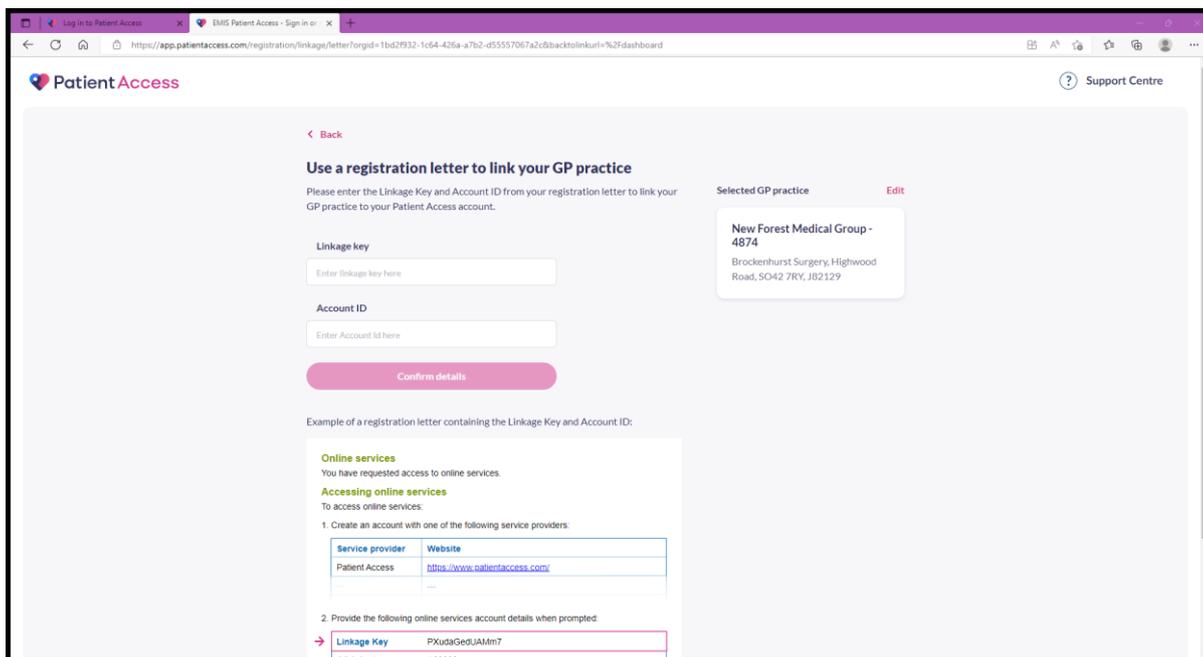
- Fill in your **Linkage Key** details and **Account ID** that were provided to you on the **second page** of your **registration letter** and click **Confirm details**.
- It will then ask you to confirm your personal details held by your GP Practice. If you are happy click confirm. If successful, the following message will be displayed:
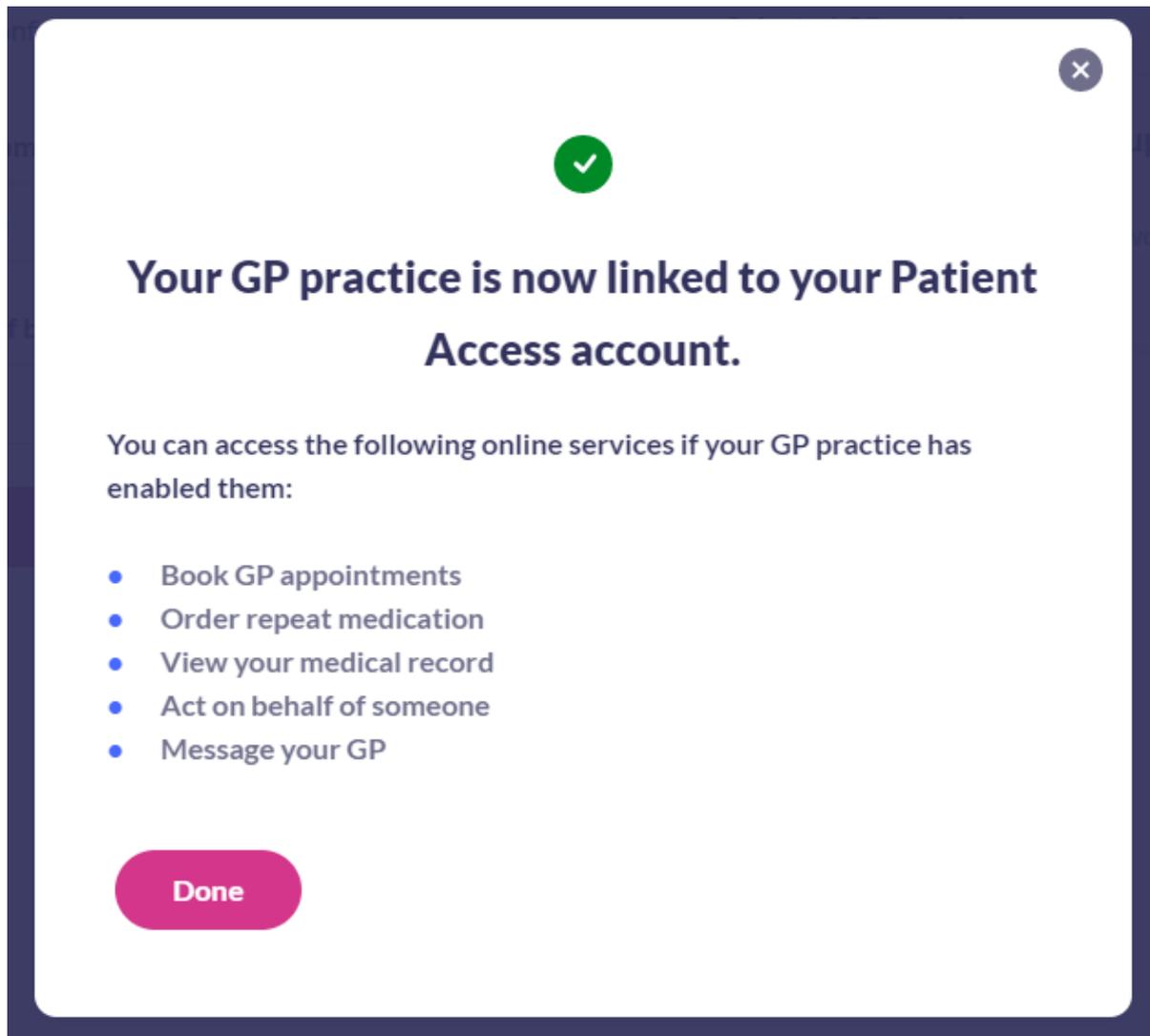
- Click **Done**. A welcome message with a quick tour of the sections of your account will be displayed. You can skip this if you wish.
- You will then be presented with options relating to your information and content preferences for you to decide according to your own wishes. Once your preferences are recorded you will then be taken to the Homepage of your account.

Need help using Patient Access?

Please use the Patient Access Support Centre before contacting the Surgery. There are comprehensive written guides and video tutorials to assist you in navigating and using your account.