

## “Online” Services – Getting Started

[www.stpetersurgery.com](http://www.stpetersurgery.com)

Once your application for **Basic Access** has been successfully processed you can register for access to our on-line services. You will have been given three documents:

- A letter containing your contact details;
  - A page containing:
    - A list of service providers and
    - The following codes
      - Linkage key: *Letters and digits*
      - ODS code: *Practice code*
      - Account ID: *12 digit access code*
- These details will be unique to you and it is your responsibility to keep your personal account ID and password secure. We do not keep a record of these at the Practice.
- Registration guidance for the Patient Access service provider.

Whilst the Practice has selected “Patient Access” as the link on our website”, using



the access codes and guidance, which is similar for all sites, you can register with the service provider of your choice as follows:

### Patient Access:

<https://www.patientaccess.com>

### Evergreen Life:

<https://e-life.co.uk/>

### Dimec:

<http://www.dimec.me/>

The registration process is reasonably self-explanatory although it does vary slightly depending on which service provider you choose. You will also be required to set up your own password and may be asked to answer security questions. These details will be unique to you and you should make sure they are memorable as, ideally, you should not write them down for security purposes. If you do record your password and security details please make sure you keep them secure

It is important to note that these on-line service providers are private service providers and are not controlled by the Practice. When using them you will need to ensure you read their terms and conditions and privacy notices and you accept them at your own risk. Telephone “Apps” are available on-line and via their websites.

**Advanced Access:** You can apply via reception for **Advanced Access** once your basic access has been set up and is working correctly. You will need to provide ID again and your ID will be verified. You will then be notified once your advanced access application has been approved.

**Manage your account:** You can manage your account details on-line and access links to other websites, e.g. NHS Services & NHS Choices.

**Security:** This is your responsibility, please, **KEEP YOUR PASSWORD SECURE.**

**Further information:** If you have any questions or comments about St. Peter’s “Online” Services, please use the online form or contact reception.



## PATIENT INFORMATION LEAFLET

### St. PETER’S SURGERY “ONLINE” SERVICES

[www.stpeterssurgery.com](http://www.stpeterssurgery.com)

51 Leckie Road, Walsall  
WS2 8DA

Tel: 01922 623755 or 612714

NB. The Application Form, Terms & Conditions of Use, a Practice leaflet and Registration Guidance are available on the Practice website

## St. Peter's Surgery "Online" Services

As part of our on-going commitment to develop and improve patient access to the services we provide. Access for online services will be three stage – Open, basic and advanced access.

**Open access** will be available via the Practice website [www.stpeterssurgery.com](http://www.stpeterssurgery.com) and will enable patients to:

- View and print information about the practice, policies, patient reference group and patient services;
- Print a copy of your own self-certification (SC2) form;
- Access information on how to apply for basic & advanced on-line services;
- Submit non-medical messages, change address or contact details and make a suggestion or complaint;

*Please note:*

- Changes made to contact details will be subject to confirmation from the practice.
  - The message option should only be used for non-medical & non-urgent matters. If your query is medical or urgent you should contact the surgery in person or by phone. If your message is sent 'out of hours', there will be a delay in the practice responding, staff will retrieve all messages the next working day and respond in 2 working days.
- Respond to patient surveys, let us know what you think of our services by completing the friends and family test.

Our website is updated to give you accurate and useful information about the surgery, our services and healthcare in general.

**Basic access** will enable patients to:

- Book and cancel appointments and print your own appointment reminder;

*Please note:*

- Routine on-line appointments will only be bookable for 2 or more days in advance.
- Order repeat prescription items and print your authorized repeat prescription order and confirm which pharmacy you want to collect your prescription from;
- Please note:*
- You must allow 48 hours (i.e. 2 working days) before collecting your prescription or requesting your chosen pharmacist to collect your prescription.
- View and print summary information (allergies, adverse reactions, medications and immunisations).

**Advanced access** will enable patient to:

- View Detailed Coded Records Access (DCRA) – A list of all coded interactions with the practice including the date and description of the interaction.

These services are available 24 hours a day, seven days a week, 52 weeks a year and provide an accessible and user friendly service, especially when the telephone lines are busy or the surgery is closed.

## Applying for On-line Access

In order to get **Basic** or **Advanced** access to on-line services you will need to complete an application form, provide personal identification, as a security check before you can gain access to your personal information on-line, and confirm you have read the terms and conditions of use.

You can download the application form and the terms and conditions of use from the Practice website or request an application form and terms and conditions at reception.

It is also very important to note that it is a requirement, specified by NHS Digital, that all patients must have a unique e-mail address. If you currently share an e-mail address with your wife, partner or members of your family only one of you will be able to register for on-line access to your own records. If you do not have your own e-mail address you will need to create one before you can apply for access to on-line services. I am afraid there is no exception to this. An e-mail address can only be used for one patient and applications from patients using the same e-mail address will only work for the first person to register with that e-mail. The unique e-mail is important as it allows for the reset of a forgotten password by the on-line service provider.

The provision of on-line services is a strategic NHS development and in accordance with this directive, the general data protection regulations and the need to ensure patient confidentiality we are having to provide a robust application process that provides you with the information you need to register securely and maintain your confidentiality.

Once you have fully completed the application form you will need to take the form with two forms of identification to reception. Your ID will be verified and you will be issued with a letter, access codes, alternative service providers and guidance on how to complete your registration on-line.