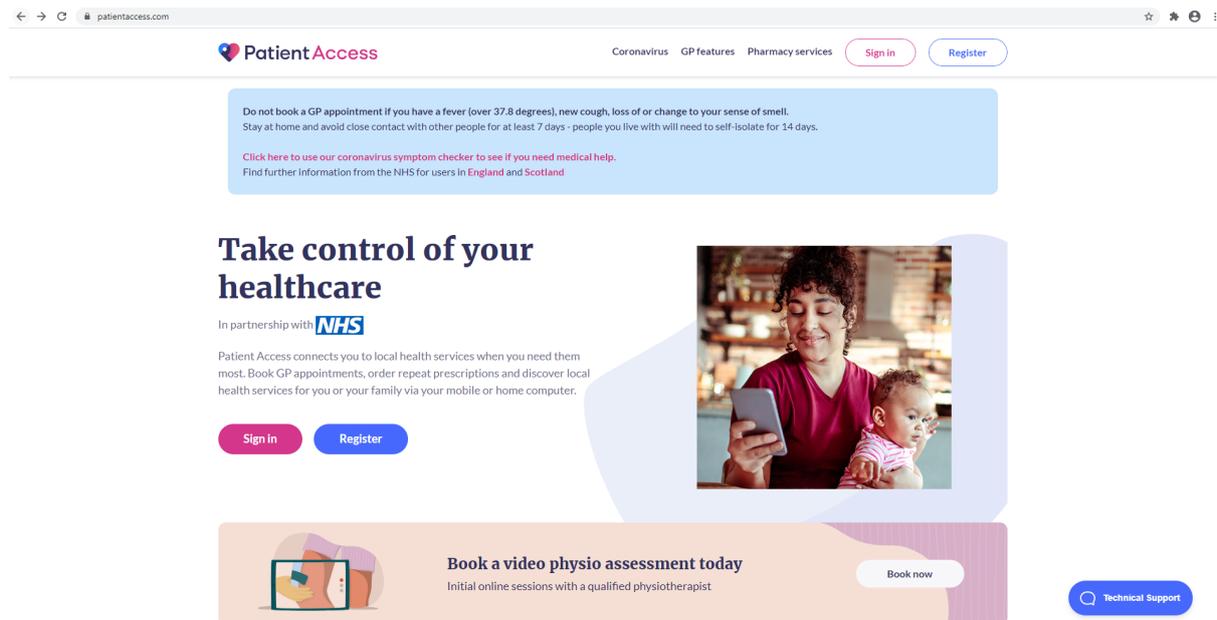


# ONLINE ACCESS - HOW TO REGISTER A STEP BY STEP GUIDE

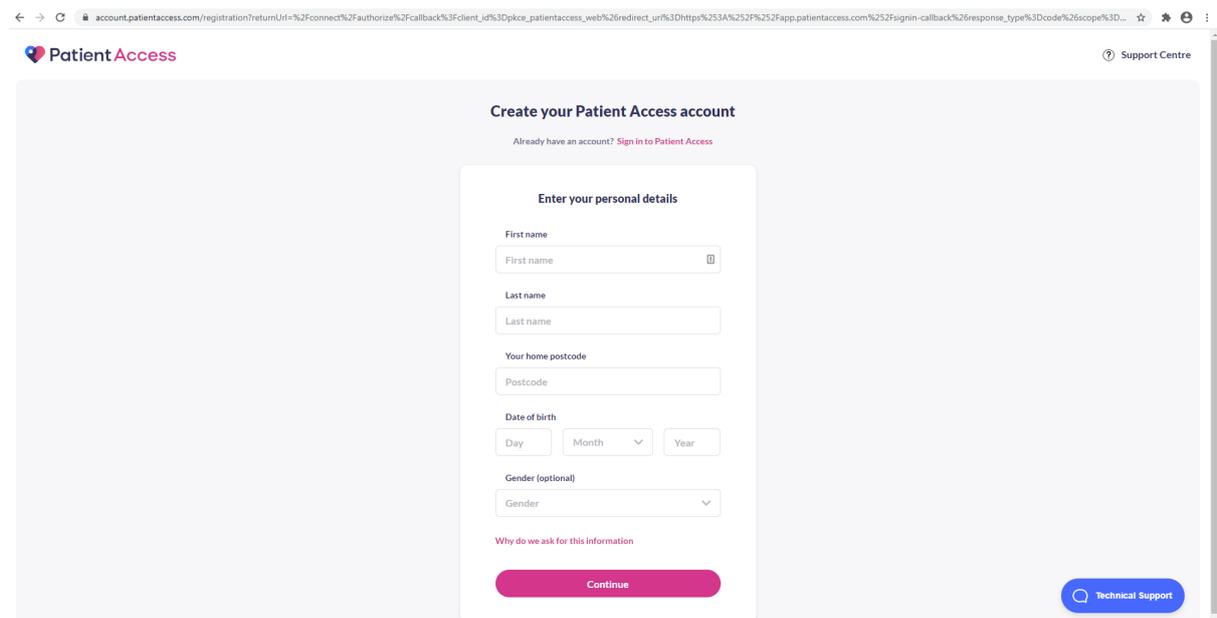
After receiving your log on details from the surgery (emailed/printed), log on to <https://www.patientaccess.com>

Click on the **REGISTER** button



The screenshot shows the Patient Access website homepage. At the top, there is a navigation bar with the Patient Access logo, links for Coronavirus, GP features, Pharmacy services, and buttons for Sign in and Register. A blue banner contains a COVID-19 warning: "Do not book a GP appointment if you have a fever (over 37.8 degrees), new cough, loss of or change to your sense of smell. Stay at home and avoid close contact with other people for at least 7 days - people you live with will need to self-isolate for 14 days." Below this is a section titled "Take control of your healthcare" in partnership with NHS. It features a photo of a woman holding a baby and a smartphone. Text describes how Patient Access connects users to local health services. There are "Sign in" and "Register" buttons. A bottom banner promotes "Book a video physio assessment today" with a "Book now" button and a "Technical Support" link.

Enter **YOUR PERSONAL DETAILS**  
Click on the **CONTINUE** button



The screenshot shows the registration form on the Patient Access website. The page title is "Create your Patient Access account". A link for "Already have an account? Sign in to Patient Access" is visible. The form is titled "Enter your personal details" and includes the following fields: First name, Last name, Your home postcode, Date of birth (with Day, Month, and Year dropdowns), and Gender (optional). A "Continue" button is at the bottom of the form. A "Technical Support" link is located in the bottom right corner.

Enter your **EMAIL ADDRESS**  
Create and enter your **PASSWORD**  
Accept the **TERMS AND CONDITIONS**  
Click on the **REGISTER AND CREATE ACCOUNT** button

The screenshot shows the 'Create your Patient Access account' page. At the top, there is a navigation bar with the Patient Access logo and a 'Support Centre' link. The main heading is 'Create your Patient Access account', with a link for users who already have an account. The form is titled 'Enter account details' and includes the following fields and options:

- Email address:** A text input field containing 'name@example.com'.
- Password:** A password input field with a strength indicator icon. Below it, a note states: 'Your new password must be at least 12 characters long with a mix of numbers, upper case and lowercase letters and should not have been previously used.'
- Mobile number (optional):** A text input field for a mobile number.
- Terms and Conditions:** A checkbox labeled 'I accept the Terms and Conditions'.
- Marketing Communications:** A checkbox labeled 'I'd like to receive marketing communications (emails, surveys and partner content) to enhance my experience of Patient Access.'

At the bottom of the form is a prominent pink 'Create account' button. A 'Technical Support' button is located in the bottom right corner of the page.

Click **SKIP VERIFICATION FOR NOW**  
Remember to check your email inbox once you have completed the registration process to verify your email address (you have 10 days to do this, after which you might not be able to access your account).

The screenshot shows the confirmation page after account creation. It features a green checkmark icon and the text: 'Your account has been successfully created'. Below this, a white box contains the following information:

- Check your email inbox now**
- A message: 'We've sent you a verification link to your email address e84702.willesden@nhs.net. Please check your email inbox and verify your email address before 18 Jul 2020.'
- A link: 'Skip verification for now' (highlighted in pink).
- A link: 'Re-send verification email'.

The page also includes the Patient Access logo and 'Support Centre' link in the top navigation bar.

## Click **LINK YOUR GP PRACTICE**

app.patientaccess.com/post-signin

Patient Access Support Centre

**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

Enter the **POSTCODE** of the surgery, **NW2 3UY**  
Click on the **SEARCH** button

app.patientaccess.com/registration

Patient Access Support Centre

[Back](#)

**1. Your Practice**

Please supply a postcode or the name of the practice where you are currently registered as a patient.

\* If your practice is not located in England [click here](#) instead.

**Search**

Google

Select **WILLEDEN GREEN SURGERY**  
Click on the **CONTINUE** button

app.patientaccess.com/registration

**Patient Access** Support Centre

Back

**1. Your Practice**

Please supply a postcode or the name of the practice where you are currently registered as a patient.

\* If your practice is not located in England [click here](#) instead.

Search: NW2 3UY

Select your practice from the results below.

- Willesden Green Surgery**  
59 Anson Road, London, Greater London, England NW2 3UY  
+44 (0) 2082084141
- CHICHELE ROAD SURGERY**  
25 Chichele Road, Cricklewood, London, Greater London, England NW2 3AN  
+44 (0) 2084524666
- THE SHELDON PRACTICE**  
19 Chichele Road, London, Greater London, England NW2 3AH  
+44 (0) 2084523232
- Burnley Practice Branch**  
C/O Chc, 60 Ashford Road, London, Greater London NW2 6TU

Continue

Select **YES** to the question 'have you received a registration letter from your practice?'

app.patientaccess.com/registration/letter

**Patient Access** Support Centre

Back

Have you received a registration letter from your practice?

Yes  No

**What is a registration letter?**

A registration letter contains important information required to register for full access to online services.

If you do not have a registration letter you can select the 'No' button above and continue with basic online access, which will allow you to book a single appointment. You can also contact your practice directly to find out the options available to you to verify your identity and get full access.

You have requested access to online services.

**Accessing online services**

To access online services:

- Create an account with one of the following service providers:
 

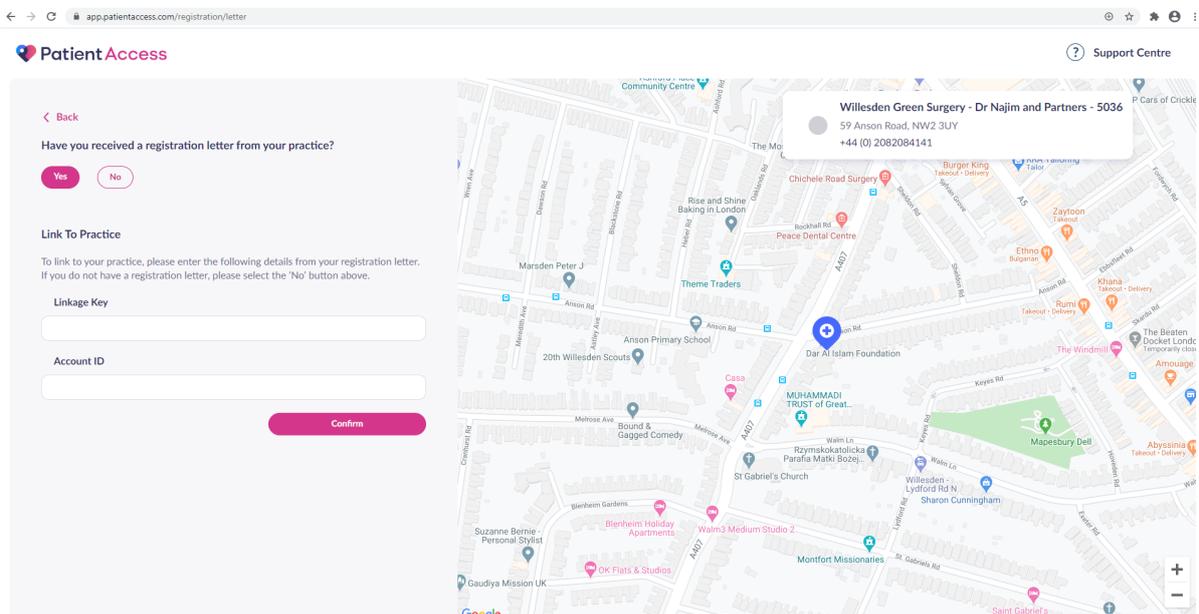
Service provider	Website
Patient Access	<a href="https://www.patientaccess.com">https://www.patientaccess.com</a>
i Patient	<a href="https://i.patient.net">https://i.patient.net</a>
- Provide the following online services account details when prompted:
 

Linkage Key	eEYBQ4UJAQx5
ODS Code	100036
Account ID	60233100035

Note: The account details are unique to you and were provided by The Jenner Practice.

Willesden Green Surgery - Dr Najim and Partners - 5036  
59 Anson Road, NW2 3UY  
+44 (0) 2082084141

Enter the **LINKAGE** code – this is case sensitive so make sure you copy it **exactly**  
Enter your unique **ACCOUNT ID** number  
Click on the **CONTINUE** button



IF YOU FORGET YOUR PASSWORD –YOU WILL NEED TO CONTACT **PATIENT ACCESS** THROUGH THEIR **SUPPORT CENTRE** OR **TECHNICAL SUPPORT** BUTTONS ON THEIR WEBSITE.

 **Support Centre**

 **Technical Support**