

# Green Meadows Surgery

## A Useful Guide to Online Services

You can book appointments & order repeat prescriptions online, 24/7. Follow these steps to register with Online Services.

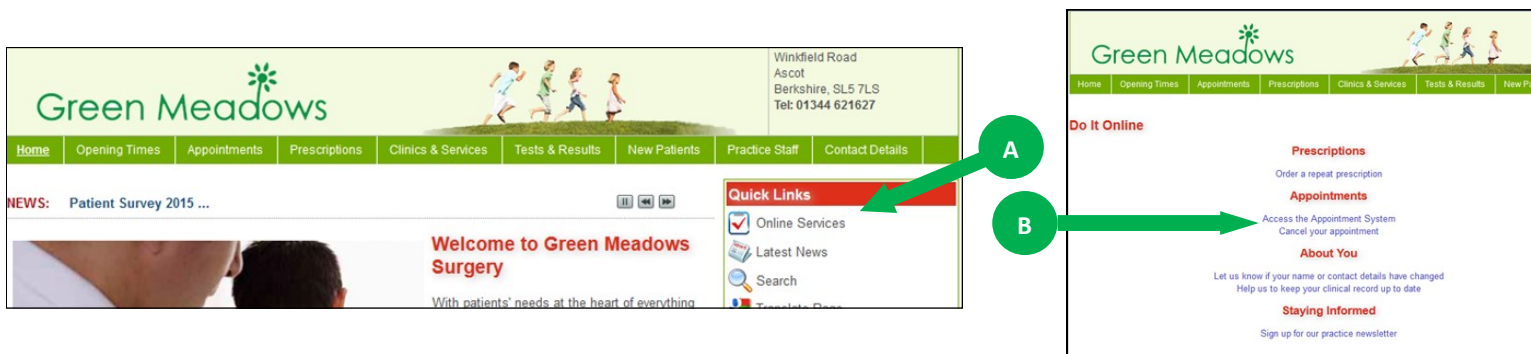
**Step 1:** Pick up the Online Services application form in the surgery and complete all the sections name/address/DOB/email address/home and mobile number.

**Step 2:** Together with some form of photo ID such as a bus pass or driving licence hand it to a Receptionist at the surgery. They will retain the completed section of the form, check your ID and then return your ID

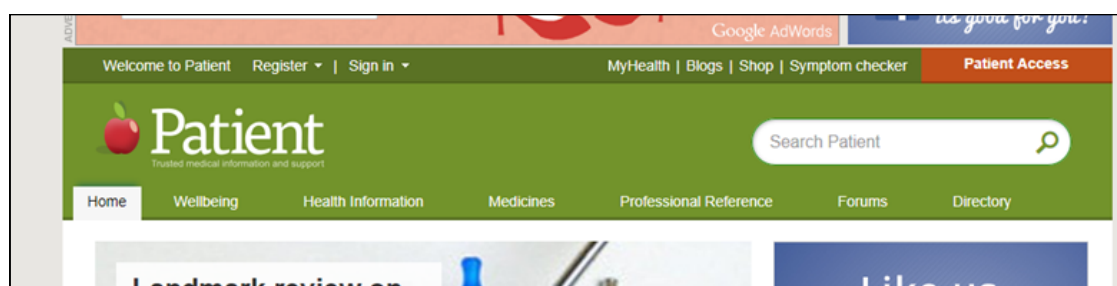
**Step 3:** If the Surgery is quiet your online account may be set up whilst you wait and you will then be given an A4 sheet with your log-on details, PIN number etc. . If Reception is busy, you will receive a call at home when the account is set up and you can then return to collect the A4 information sheet

**Step 4:** You need to register your new account online using the details provided by the surgery. Your PIN number is only valid for a short time so register before it expires. The online services portal is called **Patient Access** and there are two ways to get to it.....

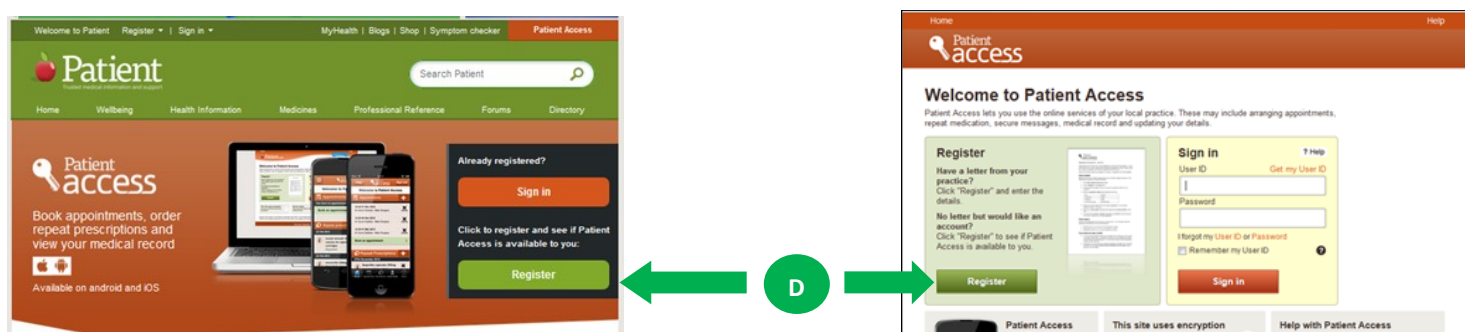
**Step 5:** Go to the Green Meadows website [www.greenmeadowssurgery.co.uk](http://www.greenmeadowssurgery.co.uk) click on the Online Services link (A) and then click on any of the blue links (B) to take you to the Patient Access site to register (D)....




.....or go direct to **Patient Access** at [www.patient.co.uk](http://www.patient.co.uk) , click on the brown Patient Access button (C) at the top right of the screen



**Step 6:** You'll see one of these 2 screens below. As this is your first visit to **Patient Access** ignore the brown "Sign in" button and click the green "Register" button (D) and follow the instructions



See over for final 2 steps to Register 

**Step 7:** Answer YES to “Have you received a registration letter?” Enter the three codes given in your letter and your NHS number (also on the letter).

**Step 8:** Enter your surname, date of birth and choose your own password. Note down the password! There will also be a few security questions and at the end you will be issued an 11 digit User ID number - make a note of this too.

**You are now registered for online access. Remember, do not lose your password and ID number!**

### Signing In

Now you have registered, whenever you want to use the online services you will need to sign in on the same Patient Access page as before but using the brown “Sign In” button this time.

Enter your 11 digit user ID and your chosen password.

Once you are signed into the service, you will be able to see how to book appointments, cancel appointments and order repeat prescriptions.

### Book Appointments

To book an appointment, just choose the doctor and time from those available and click on the green button showing your chosen time.

You can also cancel an appointment if you need to.

### Order Repeat Prescriptions

If you have repeat prescriptions requests, you will see the items listed and you can select and tick which items you need to order. You will also need to choose where you would like to collect your prescription. You will see a review of your order and collection point before you confirm. Once confirmed, you will still be able to see a summary of your requested orders.

**Online Patient Access is available 24 hours a day, 7 days a week**