



The Allan Practice

Guides to Patient Access

How to Book an Appointment

1. Go to: www.patientaccess.com
2. Sign in to your account using your User ID or email address and your password.
3. Once you've logged in, the top left box on the home screen of Patient Access is called 'Upcoming Appointments'.
4. Click the pink button that says 'New Booking'.
5. You will be given a list of appointment types to choose from. If you would like to book a routine appointment with your registered GP choose the 'General' appointment type.
6. When you have chosen the appointment type you would like to book, you will be offered the first available appointment. Appointments are available to book online with your registered GP, our registrar doctors and any locums. Because of this, the first available appointment may not be with your registered GP. If you would like to change the date or doctor the appointment is with, click along the dates at the top of the screen; this will show you all the appointments available on that day.
7. When you have found the day and doctor that you would like to book an appointment for, simply click on the time that you would like to see the doctor to book that appointment.
8. The website will ask you to input a reason for your appointment. Please don't feel that you have to put anything clinical or too much detail in this box, it's just to give the doctor an idea of what your appointment is for.
9. Once you've put a reason, there will be a pink button on the right hand side of the screen that says 'Book Appointment', click this button.
10. Once you have clicked 'Book Appointment', Patient Access will confirm your appointment on screen for you. At the confirmation stage, your appointment will have already been saved into our clinical system as well.

If you experience any problems with your account, please contact: onlineaccess.theallanpractice@nhs.net.

Making the most out of your account:

- Patient Access will show you all future appointments you have, including those booked in by the surgery.
- You can have up to six future appointments booked in, allowing you to book a number of future follow up appointments if needed.
- You are able to cancel all appointments on Patient Access, including those that you haven't booked through the portal, helping to stop missed appointments.
- We are always adding more appointment type options onto the website so in the future patients will be able to book most types of appointments online.