



The Allan Practice  
Guides to Patient Access

## **How to set up your Patient Access account with an email or registration letter**

1. Go to: [www.patientaccess.com](http://www.patientaccess.com)
2. Click the button in the top right hand corner of the home page: 'Register Online'.
3. When prompted, put in our postcode: SL9 9SA.
4. Click 'The Allan Practice', and then click 'Continue'.
5. Click 'Calcot Medical Centre – Dr Allan and Partners', then click 'Continue'.
6. Have you received a registration letter from your practice? Click 'Yes'.
7. Fill in the 'Linkage Key' and 'Account ID' (this information can be found in your email or your registration letter).
8. Fill in the 'Personal Details' information requested, then press 'Continue'.
9. Fill in your email address, mobile number and create your own password. Once you have set up your own password the Practice does not have control over it.
10. Accept the 'Terms and Conditions', then 'Register and Create Account'.
11. You will now be able to use your Account ID number or email address and your created password to log into your account.

If you experience any problems with your account, either during the sign up process or when your account is set up, please contact: [onlineaccess.theallanpractice@nhs.net](mailto:onlineaccess.theallanpractice@nhs.net).

### **Making the most out of your account:**

- Only one email address per patient: Due to new GDPR guidelines, email addresses can only be associated to one patient. Each patient will need their own, separate email address for their account to work. Families cannot share one address.
- Unlisted repeat medications: If you try ordering your medication but it's not listed on your order form, you can use the 'Messaging' service on Patient Access to send a request to your doctor's secretary for the medication you need.
- All results are available online: Once your results of a blood test or x-ray have been seen by the doctor, the result and the doctor's comments are available to view online rather than needing to ring your doctor's secretary.
- Having your medical history on your phone or tablet makes life easier for your consultants: Consultants have reported to us how much they like when patients bring their Patient Access app to their hospital appointments as they have their full medical history there at their fingertips.