



The Friends of Parkwood Surgery

Representative of all Patients * Enable Improvements * Support the Practice

Repeat Prescriptions Guide

How to set up your Patient Access account
and

How to use the Patient Access website to
manage your repeat prescriptions



<https://friendsofparkwoodsurgery.com>



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Requesting Repeat Prescriptions

From 01 March 2023, Parkwood Surgery will no longer accept email requests for repeat prescriptions whether submitted by you, or your nominated pharmacy.

This is because this method adds extra work for practice staff, and delays the processing of your request.

To make the repeat prescription request process more effective, patients should submit their requests through the Patient Access website – requests submitted this way go direct to a GP for approval.

What Do I Need To Do?

To be able to manage your repeat prescriptions going forwards you need to complete these steps:-

- Step 1 – select two forms of ID, one with your photo
- Step 2 – Request a Registration Letter
- Step 3 – Register for a Patient Access account

Once complete, you will be able to manage your repeat prescription requests online.



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Step 1 – Select two forms of ID and create electronic copies

Acceptable forms of ID

- One must be Photo ID – Driver's Licence, Passport, Citizen Card or Bus Pass
- The other must show your name and address – an official letter or household bill for example

Scan or photograph both items and save the files to the device you are using to complete Step 2.

E.g. Use your mobile phone to photograph the ID

If you do not have Photo ID - You can still register for Patient Access: take a Bank Card with your name on it and one other form of ID to the surgery: they will validate your identity and arrange a Registration Letter for you.

IMPORTANT! Make sure your details can be read clearly from the electronic image files



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Step 2 – Request a Registration Letter from Parkwood Surgery

- On your PC or mobile phone, go to <https://parkwoodsurgery.nhs.uk>
- Using the menu across the top of the page, select **Forms**
- Then from the drop-down list select **Register for Online Services**

See next page for an image showing where to click

IMPORTANT! Don't click the Online Services button on the home page

Latest News:

PS, our patient group, will auto enrol all Parkwood patients as members from mid-Sept

Helpful information to get by this Winter 2022

Please click on the following links for useful information this winter:

[Top tips for keeping warm and well this winter](#)

[Patient Information and Advice on Safety Netting & Parent Info sheets](#)

[Stay Well this winter V2](#)

[Age UK information and Advice](#)

[Be Inspired](#)

[Taking the Myth out of Over the Counter Medication](#)

[Common health questions](#)



Prescriptions



Contact Us

- Forms
- Clinical Photographs
- Consent to disclose confidential medical information
- Contact Us Form
- Friends and Family Test
- Home BP Monitoring Form
- Med3 Sick/Fit Note Form
- Medical Report Request
- New Patient Registration
- Patient Participation Group
- Patient Survey
- Prescription request form
- Register as a Carer
- Register for Online Services**
- Sending Identity Documents
- Temporary Residents Form
- Update your details



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Step 2 – Request a Registration Letter from Parkwood Surgery, continued

- Complete the online form with your details
 - First Name, Last Name
 - Date of Birth
 - Address, including Postcode
 - Phone Number
 - Email Address, and confirm email address
- Read the Consent statement and tick the box

See next page for an image showing the fields to complete

IMPORTANT! Make sure your details can be read clearly from the image files



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Register for Online Services

Register for online services


To register for our online services you will need to complete this form and submit two forms of identification. One of these items should include your photograph. We will then issue you a username and password. Once you are registered you will be able to use the service to: Order your repeat prescriptions, Make an appointment, Cancel an appointment, Change your contact details, Review your medications and known allergies

Name *

First

Last

Date of Birth: *

Address *

Street Address

Address Line 2

Town/City

County

Post Code

Contact Phone Number *

Email *

Enter Email

Confirm Email

Consent *

I understand that it is my responsibility to keep my account secure by keeping my details confidential. I understand that I can terminate my account at any time by contacting the surgery, or change my log in details by re-registering and that this form will be kept on my electronic records. I understand that my registration will be revoked if I constantly miss or cancel appointments.

I accept the terms and conditions stated.

Photographic ID upload *

No file chosen

Max. file size: 128 MB.

ID Documentation *

No file chosen

Max. file size: 128 MB.



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Step 2 – Request a Registration Letter from Parkwood Surgery, continued

- Upload your ID files
 - For each image, click the Upload button, navigate to the folder and select the file
- Confirm all information is correct, and press Submit

Please allow 2-3 days for the Surgery to process your request

The Surgery will ask you to collect the Registration Letter in person – take your Photo ID.

IMPORTANT! The Registration Letter will contain the code you need for Step 3.



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Step 3 – Register for a Patient Access account

- In your web browser type <https://www.patientaccess.com>
- Select **Register**



[Coronavirus](#) [GP features](#) [Pharmacy services](#)

[Sign in](#)

[Register](#)

- On the following screens, enter your personal details, and account details
- Add a mobile phone number
- Accept the Terms and Conditions
- Select **Create Account**
- Select **Verify my email address**: an email is sent to the address you defined
- Open the email, click on **Verify my email address**

IMPORTANT! Adding your mobile phone number helps you recover access if you forget your Patient Access Password



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Enter your first name and last name

Enter your postcode then select your address

Enter your Date of Birth

Click Continue

The screenshot shows a mobile app interface for creating a patient access account. At the top, it says "Create your Patient Access account" with a link "Already have an account? Sign in to Patient Access". Below this is a section titled "Enter your personal details" containing several input fields: "First name" (with a placeholder "First name"), "Last name" (with a placeholder "Last name"), "Your home postcode" (with a placeholder "Postcode"), and "Date of birth" (with dropdowns for "Day", "Month", and "Year"). There is also a "Gender (optional)" dropdown menu with "Gender" as a placeholder. At the bottom of the form, there is a link "Why do we ask for this information" and a prominent pink "Continue" button.



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On the next screen, enter your email address and a password – you will use these to logon to Patient Access

Accept the Terms & Conditions

Click Create Account

The screenshot shows a web form titled "Create your Patient Access account". At the top, there is a link: "Already have an account? Sign in to Patient Access". Below this is a section titled "Enter account details" with a back arrow. The form contains two input fields: "Email address" with the placeholder "name@example.com" and "Password" with the placeholder "Password" and a strength indicator icon. Below the password field is a note: "Your new password must be at least 12 characters long with a mix of numbers, uppercase and lowercase letters and should not have been previously used." There are two checkboxes: "I accept the Terms and Conditions" and "Receive news and marketing communications from Patient Access." At the bottom is a pink "Create account" button.



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Create a Memorable Word

This is extra security on your account to make sure others cannot logon

Enter your memorable word, then enter a hint – if you forget your memorable word the hint will be presented on screen to help you remember it

Click Continue

A screenshot of a mobile application screen titled "Create your Patient Access Memorable Word". The screen contains the following elements:

- Title:** "Create your Patient Access Memorable Word"
- Text:** "As an additional measure to keep your account safe, you will be required to set up a memorable word or phrase that only you know. This must be a minimum of 8 characters and is case sensitive. You will be asked to enter characters from it when you sign in. [More information.](#)"
- Text:** "It will become mandatory to have this Memorable Word set up within next 24 hours."
- Form Field 1:** Labeled "Memorable Word", it contains the placeholder text "Your Memorable Word" and a red vertical bar indicating a character position.
- Form Field 2:** Labeled "Hint for your Memorable Word", it contains the placeholder text "Your Memorable Word hint" and a character count "0/128".
- Button:** A pink rounded rectangular button labeled "Continue" is positioned at the bottom of the form.



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Enter your mobile phone number

Whilst this isn't mandatory, it makes it easier to reset your password if you forget your password in the future.

Enter your mobile phone number

Click Continue

Please provide your mobile number

A valid mobile number is required to verify your identity in case you ever forget your password or Memorable Word and need to reset those. Please note, your password or Memorable Word cannot be reset if you do not have a valid email address and mobile number on your account.

Mobile number

e.g. 07467965793

Continue

The screenshot shows a mobile verification form with a title, explanatory text, a text input field with a placeholder, and a pink 'Continue' button.



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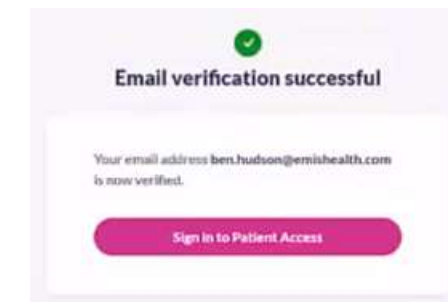
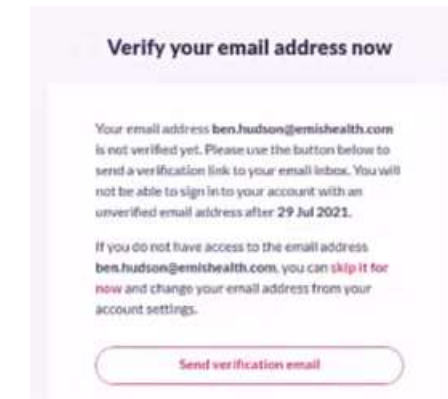
Click the Send Verification Email button

This will send an email to the email address you defined

Open the email, then click on Verify

Once complete, the Email verification successful message appears on screen

Click Sign In to Patient Access

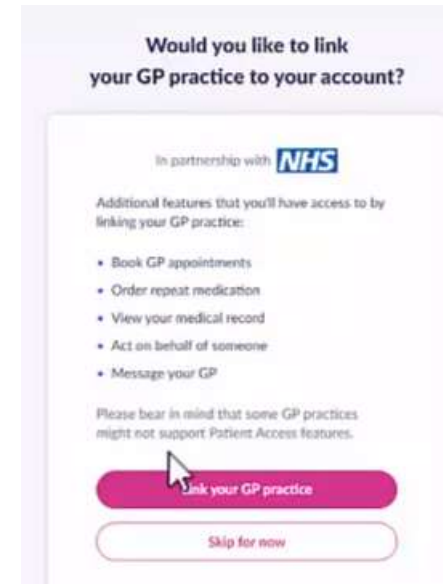




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On the next screen, click Link your GP practice

You must complete this step to be able to request repeat medication





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On the next screen, type in HP1 2LD
This is the postcode for Parkwood Surgery

The website will now list local surgeries
Select Parkwood Surgery from the list

A screenshot of a web form with a light purple background. At the top left is a red '< Back' link. Below it is the heading '1. Your Practice'. The text reads: 'Please supply a postcode or the name of the practice where you are currently registered as a patient.' Below this is a note: '* If your practice is not located in England [click here](#) instead.' At the bottom is a search input field with a magnifying glass icon on the left and a red 'Search' button on the right. The placeholder text in the input field is 'Postcode or name of practice'.



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On the next screen,
click on Continue with registration letter

The screenshot shows a mobile application interface for linking a GP practice. At the top left is a '< Back' link. The main heading is 'Link your GP practice', followed by a sub-heading: 'Start using your GP practice's online services by linking your GP practice to your Patient Access account. You can choose one of the following options;'. There are two main sections: 'Link with registration letter' and 'Don't have a registration letter?'. The 'Link with registration letter' section includes a description, a link for 'More about registration letters', and a prominent red button labeled 'Continue with registration letter'. The 'Don't have a registration letter?' section includes a description and a button labeled 'Continue with limited access'. On the right side, there is a 'Selected GP practice' section with an 'Edit' link, displaying the text: 'Parkwood Surgery, Parkwood Drive, Hemel Hempstead, HP1 2LD'.



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On the Registration Letter from Parkwood Surgery, locate the codes for Patient Access

Enter the required codes on screen

Click Confirm details

Use a registration letter to link your GP practice

Please enter the Linkage Key and Account ID from your registration letter to link your GP practice to your Patient Access account.

Selected GP practice Edit

Parkwood Surgery,
Parkwood Drive, Hemel
Hempstead, HP1 2LD

Linkage key
Enter linkage key here

Account ID
Enter Account ID here

Confirm details

Example of a registration letter containing the Linkage Key and Account ID:

Online services
You have requested access to online services.

Accessing online services
To access online services:

1. Create an account with one of the following service providers:

Service provider	Website
Patient Access	http://www.patientaccess.com/

2. Provide the following online services account details when prompted:

Linkage Key	PXudaGedUAMn7
ODS Code	A00002



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Once your Patient Access account has been set up, and you have linked to Parkwood Surgery, you can –

- Logon to view your repeat medication items
- See when medication was last requested
- See when you can submit your next repeat medication request for each item.

Keep your Patient Access account details safe.

You will also be able to see your medical appointments, test results and more

IMPORTANT! You cannot book appointments through Patient Access (yet)



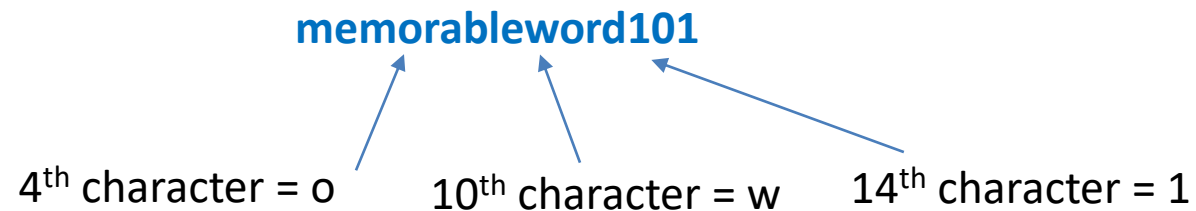
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To request a repeat prescription

- In your web browser type <https://www.patientaccess.com>
- Sign in using your email address and password
- You will then be prompted to enter specific letters from your memorable word

In this example, let's say our memorable word is **memorableword101**

If asked for the 4th character, 10th character and 14th character, you would enter o then w then 1





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From the menu, select **Repeat Medication**

- Click **New medication order**

You will now see all items on your repeat form: each will show when it was last ordered, and when the next issue is due

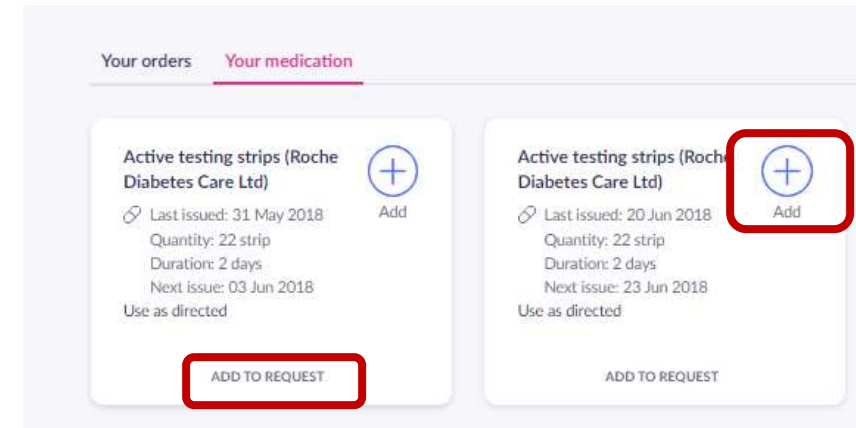
A screenshot of the Patient Access web application. The top navigation menu is visible, with the 'Repeat Medication' option highlighted by a red rounded rectangle. Below the menu, the 'Your medication' tab is selected, and the 'New medication order' button is also highlighted with a red rounded rectangle. The page title is 'Recent medication orders'.



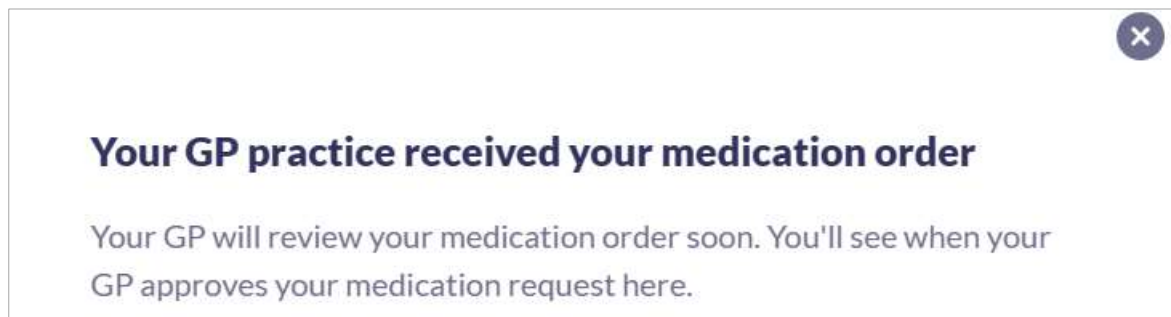
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For each item you require

- click **Add to Request** or the **+** icon
- Click **Request Medication** - it will show the number of items you selected
- Check you have selected the correct items, then
- Click **Order Medication**



You will see a message confirming that your request has been submitted to Parkwood Surgery. A GP will review and process your request, which will be sent directly to your nominated pharmacy.





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We hope you found this guide helpful.

We would be keen to hear about your experience setting up your account and requesting medication via Patient Access.

For more information about FPS, who we are and what we do, please visit our website, or follow us on social media.



friendsofparkwooddrive@gmail.com



<https://friendsofparkwoodsurgery.com>



@FriendsofParkwoodSurgery



@ParkwoodFriends