

# BRIDGE HOUSE


## Patient Participation Group

### HOW TO BOOK ON LINE

**Booking on line saves time. Patients can book or cancel appointments, order prescriptions and save waiting for phones to be answered during busy periods. It also means only one visit to the surgery to pick up prescriptions, instead of dropping in the paper request and going back to collect it. You can do all this out-of-hours, too - evenings, weekends, whenever is convenient for you. Your password is unique to you and the service is secure.**

#### Here is your step-by-step guide to getting started:

You can do the initial registration in the surgery or on line.

1. **In the surgery:** Tell reception that you would like to register. You will be given a letter headed 

This will include code numbers for

- (a) the Account Linkage Key (identifies the practice)
- (b) the practice ODS code (unique to Bridge House)
- (c) an account ID (11 digits)
- (d) your NHS number

You will need to register your account by adding your name, date of birth and a password. You will always need this password to sign in. You can do all this at the surgery (a PPG member will help if you have asked in advance). Or you can take the letter home, fill in the details and take them back to the surgery when you next visit and you will be registered. You can then sign in any time using the yellow panel below.



The screenshot shows the 'Welcome to Patient Access' page. It features two main sections: 'Register' (green background) and 'Sign in' (yellow background). The 'Register' section includes instructions for users with and without a letter from the practice, and a 'Register' button. The 'Sign in' section includes fields for 'User ID' and 'Password', a 'Remember my User ID' checkbox, and a 'Sign in' button. A black arrow points to the 'Sign in' section.

2. **On-line:** Enter <https://patient.emisaccess.co.uk>

On the green panel click Register.



3. **If you have collected the various numbers from the surgery, click 'Yes' on the Register page and enter them.**

The screenshot shows the 'Register' page. The question 'Have you received a registration letter from your practice?' has 'Yes' selected. Below this, there are four required fields: 'Account Linkage Key or PIN', 'Practice ODS Code or Practice ID', 'Account ID or Access ID', and 'NHS Number or CHI Number'. A 'Next' button is located at the bottom right. A legend at the bottom indicates that an asterisk (\*) indicates a required field.

4. **If you have not collected your numbers from the surgery** you can still do the initial registration on line. The Register page will ask if you have received a letter from the practice. Click 'No' and enter the surgery post code CV37 6HE.

The screenshot shows the 'Register' page with 'No' selected for the question 'Have you received a registration letter from your practice?'. Below this, there is a section for users who don't have a registration document, asking for the GP practice postcode. A 'Next' button is at the bottom right. A legend at the bottom indicates that an asterisk (\*) indicates a required field.

- Practice Search will appear, with a map and names of Stratford surgeries. Click on Bridge House Medical Centre. The Register panel asks you to enter your name and other details and to create a password that registers at least 'Medium' in the Password strength box.

- The next Registration page asks security questions and asks you to tick your agreement to Terms and Conditions.

Remember to tick the box agreeing to Terms and Conditions →

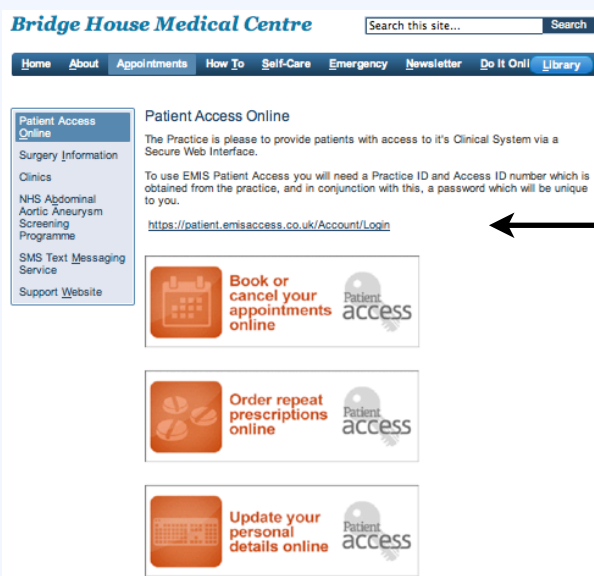
- (a) You are now registered.

7 (b) The panel on the right of the box 7(a) on Page 3 of this guide tells you that your account is restricted. You can only view and book one appointment. To take full advantage of the services available you must take photo identification to the surgery, where your details will be verified.

8. When this has been done you may use the service whenever you like at home - out of hours and weekends, if you wish. Go to the [www.bhmc.co.uk](http://www.bhmc.co.uk) home page. Click Appointments.



9. This takes you to Patient Access Online.  
Click <https://patient.emisaccess.co.uk/Account/Login>



10. This brings up the Welcome to Patient Access panel shown on the first page of this guide. Enter your password and sign in. If you are a single household, tick Remember my ID. If you have more than one person in your household who wishes to use the service, leave this blank and fill in your own or your family member's ID as required. The system will not recognise two people with the same ID number.

You will now be able to see which doctors are available on which days and you can make or change your appointments accordingly and also order repeat prescriptions or change your personal details.