

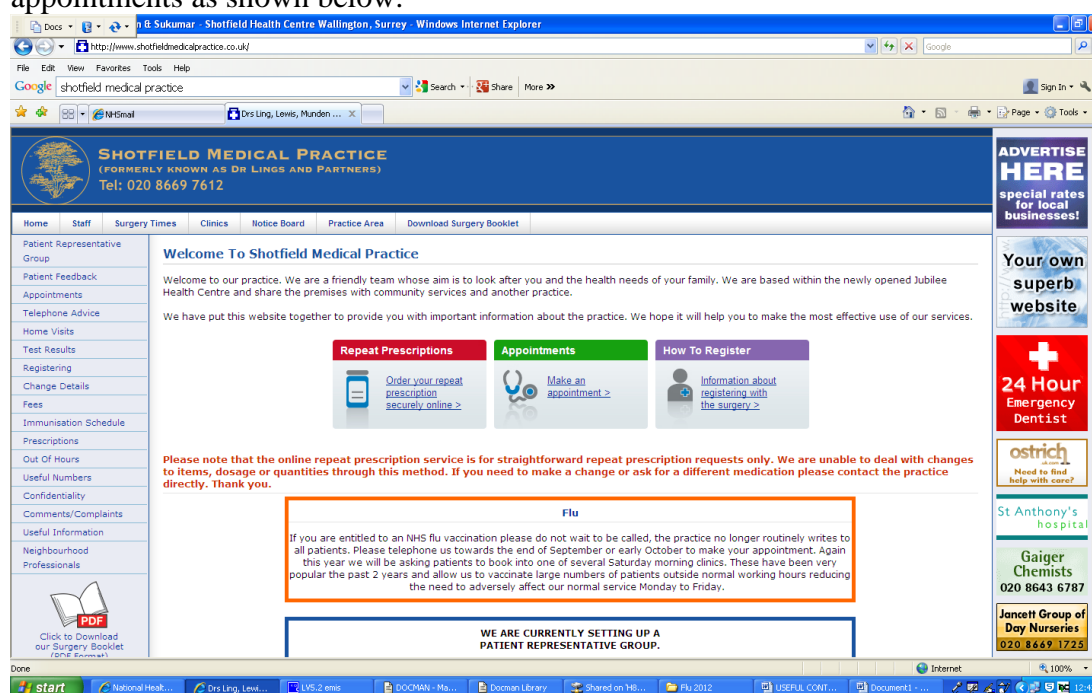
## ONLINE ACCESS

### INFORMATION FOR PATIENTS

Shotfield Medical Practice accepts online requests for appointments and repeat prescriptions. To sign up for the service please log on to our website [www.shotfieldmedicalpractice.co.uk](http://www.shotfieldmedicalpractice.co.uk) and follow the below instructions.

### HOW IT WORKS

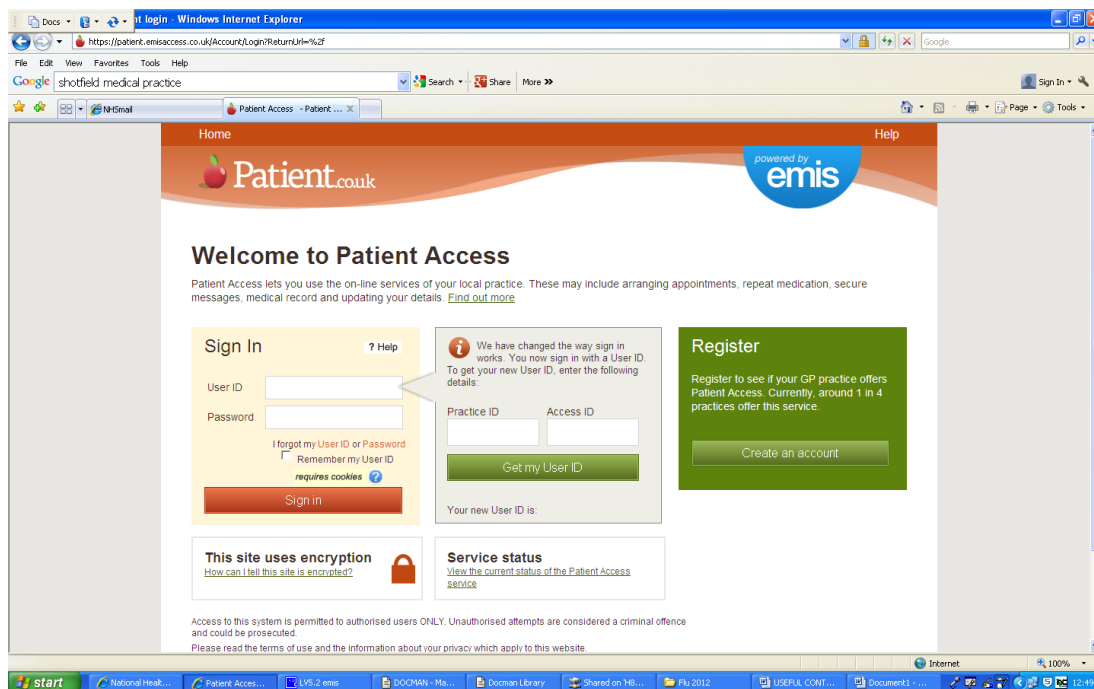
Please access our website using the link above and click into repeat prescriptions or appointments as shown below.



You will then be taken to the Patient Access website.

The website home screen is shown below and the options are register as a new patient or log in using your ID. If you have never registered for online access you would need to click the register button.

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You will now be taken through the registration process which will initially ask you if you have received a PIN and Access ID from your GP surgery please press no to this. It will then ask you for the post code of the GP surgery please enter SM6 0HY. You will be taken to another screen which will show Shotfield Medical Practice please highlight this and press next. You will now be asked to fill in your contact details and set up a password. Please note if you have not yet registered with us the system will not be able to find you as it links into our clinical system.

Once you have been accepted onto the system you will be asked to set-up 5 security questions, this is to enable you to re-set your password if you ever forget it. You should not need to contact the surgery if you forget your password as the system will prompt you to re-set your account with the security questions provided. Once this is finalised you will be sent an email confirming your details.

The system will now ask you to attend the practice with identification before you are able to book or make a repeat prescription request. **PLEASE IGNORE THIS REQUEST** we normally accept the online registrations on a daily basis so we would ask that you log-in the next day or two and your registration would have been accepted this will then enable you to use the full system which includes requesting repeat prescriptions and making routine appointments with a doctor. You can also cancel appointments online.

**Please note that the online repeat prescription service is for straightforward repeat prescription requests only and not for sending general messages to the practice. We are unable to deal with changes to items, dosage or quantities through this method. If you need to make a change or ask for a different medication please contact practice directly.**