

# Southern Medical Group

## How do I register for Patient Services?

Before you can use the online services offered by your GP practice you must:

**Collect your registration letter** - Request and collect a registration letter from your GP practice

**Register Online** - This creates your user profile on the website so that you can login, see How to Register Online

**Activate your Patient Services account** - This links your user details to your Practice and verifies the email address you are using

**Note** - Ensure you have your online services registration letter from your GP before starting this process.

To register as a new Patient Services user:

1. From your internet browser, go to [www.patient-services.co.uk](http://www.patient-services.co.uk).
2. From the Patient Services Welcome screen, click **Register**.
3. Providing you have received a Registration letter, select **Yes**.
4. Enter the **Practice ID** from your letter.

## How do I Request Repeat Prescriptions?

**Remember, this facility needs to be enabled by your surgery before you can use it**

To request a repeat prescription:

1. Log in to [www.patient-services.co.uk](http://www.patient-services.co.uk) in the usual way.
2. Select **Prescriptions**.
3. Under **Available Repeats**, tick the medications you want to order.
4. Click **Request** .
5. The **Confirm Your Request** screen is displayed.
6. Check the items you have ordered and add a message if required (max 1000 characters) and if enabled by your surgery.

**Be Aware - Messages added to the request may be viewed by non-clinical staff.**

7. Click **Confirm** to send your request to your GP Practice.
8. When successfully delivered, click **Sign Out** to exit Patient Services.

**Please Note** - Your prescription processing is handled by your GP Surgery and should be collected in the usual way.

**Contact your GP practice if you cannot order the repeat prescription you need.**

# Can I register my children/dependents?

Your children and/or dependants are registered in the same way as you are.

To create an account on their behalf, simply create an account with their own details and Username but use your email address.

# How do I log into Patient Services?

Once you have registered and activated your account, you can use the online services available at your practice.

- Go to [www.patient-services.co.uk](http://www.patient-services.co.uk)
- Click on **Login**

**Note** - If someone else is currently logged in on this system, select **Log Out** in the top right corner and then select **Log In**

- Enter your **Username** and then your enter your **Password**.
- Click **Log in** .

You are now logged into your Patient Services account and can use the services your GP practice subscribe to.

**Note** - If you have forgotten your **Username** or **Password**, click **Forgotten username** or **Forgotten password** to be diverted to the **Account Recovery** page.

**Important** - After a maximum of 5 unsuccessful log in attempts, your Patient Services account is locked. If this should happen, your account is unlocked automatically after 1 hour. If, after 1 hour, your account is still locked please contact your practice.

# I've lost my registration letter - What do I do?

If you have lost the Registration Letter that your practice gave you, you need to contact your practice who can issue a new one.

Once you receive your letter, it is advisable you carry out your Registration as soon as possible.

# I've forgotten my password - What do I do?

If you have forgotten your password:

1. Click on the **Forgotten password** link on the login screen.
2. Enter your **Username** and click **Reset password**.
3. An email is sent to your email address with a link to enable you to reset your password.

**Important** - The Password Reset link expires in 24 hours.

4. Click the **Password reset** link in the email and the **Account Recovery** page is displayed. Add the following to reset your password:
  - New password** - Type a new password, it must contain at least 1 lower case, 1 upper case and 1 number (Max 8 characters).
  - Confirm password** - Re-type the new password to confirm.
1. Click **Reset password**.
2. A Password reset successfully message is displayed
3. Your password has now been changed, click **Login** to log into Patient Services

## Patient Services logged me out - Why?

When logged into Patient Services, if you are inactive for 10 minutes, you are automatically signed out of your account. This is for security purposes. Simply log in in the usual way to return to the available services.

## I've forgotten my Username - What do I do?

If you have forgotten your username:

1. From the **Log In** screen, click **Forgotten username**.
2. The **Account Recovery** screen is displayed and you are prompted to add your email address
3. Enter the email address you gave your surgery and click **Recover username**.

**Note** - If your email address is used for more than one patient, eg your children or someone you care for, you are now prompted to enter your **First Name, Last Name** and **Date of Birth** and then click **Recover username**

An email is sent to your email address which contains your username.

## I am having technical issues - What do I do?

**Important** - This is for reporting technical issues or requests for the website only. If you have a query about an appointment or your prescription or any healthcare related questions please contact your practice directly.

If you are having technical issues, use the **Contact website support** link at the bottom of the screen.

The following information must be entered to allow Vision to deal with the issue effectively:

- **Your Name** - Enter your full name, this is automatically populated if you are logged in.
- **Practice Id** - Use the search facility to locate your practice or enter the Practice ID if known, this is automatically populated if you are logged in, but you can tick **I need help finding my practice** if required.
- **Your Email Address** - Your registered email address, this is automatically populated if you are logged in.
- **Your Problem Area** - This is a drop-down menu, select from the available options.
- **Message** - Type any additional information here. Remember, no clinical information should be included in this message. (max 400 characters).
- **Tick** - To confirm that you understand this information is sent to Vision and not your GP practice, and that you have not included any medical information on this form.

Finally select **Send** , a confirmation email is sent and you will be contacted as soon as possible.

## How do I reset my password?

You can amend your password once logged in to Patient Services:

- Click on your username at the top of the screen and select **My Account**
- Select **Password Reset**
- Type your old password in **Old Password**
- Type your new password in **New Password**
- Now, retype the new password in **Confirm Password**
- Click **Update** to save your changes
- A confirmation message is displayed

**Remember** - Your new password must meet the criteria shown on the screen.

## How do I change my Email Address?

To change the email address used for confirmation messages and reminders:

1. Log into Patient Services using your existing username and select **My Account**.
2. Now, select **Change Email Address**.
3. The **Change Email Address** screen is displayed:

**Change Email Address**

Changing your email address will require you to verify it before you can access any services.

**Email**

**Confirm Email**

**Password**

[← Back](#) [Update](#)

*Enter your new email address here*

*and now here to confirm it*

*Enter your password to confirm your identity*

4. Complete as follows:
  - **Email** - Enter your new email address
  - **Confirm Email** - Enter your new email address a second time
  - **Password** - Enter your existing Patient Services password
5. Select **Update**.
6. You are prompted: *"Please verify your email address by clicking the link we have emailed to you"*.
7. Check your email account and select the link in the email to verify the email address change.
8. The Patient Services Email Verification screen is displayed confirming verification.

**Remember - Notify your practice of the change to your email address.**

## How do I change my Username?

Once registered, you cannot change your Username.

## Why can't I order the prescription I want?

If a repeat prescription you want to re-order is not in the Available Repeats list it may have expired or have reached the maximum number of issues and needs to be reauthorized by your practice. In this situation it is displayed in the Unavailable Repeats list.

Contact your GP practice if you cannot order the repeat prescription you need.

Note - Some medication is not legally allowed to be requested online, for Controlled Drugs, you have to contact your surgery in person to request a repeat

## **Who are Website Support?**

When you click on the Contact Website Support link you are contacting Vision (INPS Ltd).

We are an accredited NHS clinical system supplier, based in London and Dundee.

We provide technical support to you and your GP Surgery for all aspects of Patient Services.

It is important to note - Our team does not have direct access to your medical records.

## **Which browsers are compatible with Patient Services?**

You should have no problem accessing Patient Services through the browser on your smartphone or tablet. If you are using a PC or laptop please ensure one of the following browsers are installed to use:

- Safari
- Google Chrome
- Firefox
- Internet Explorer 11 and above

Please also ensure that JavaScript is enabled as this will stop Patient Services working for you.

As announced on the 12<sup>th</sup> January 2016, Microsoft has stopped supporting older versions of Internet Explorer, if therefore you are using Internet Explorer 10 or below, please upgrade as soon as possible.