

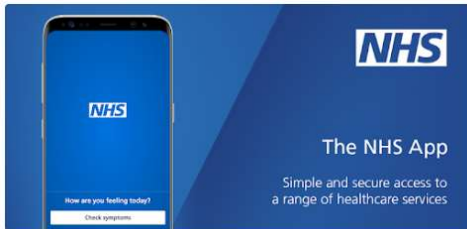


THE STATION PRACTICE

Online Services available at Station Practice – for patients aged 13 and over

**for patients under 13 yrs old please enquire with Reception Team about Proxy Access for Online Services*

FAQ			
	Engage Consult is an online consultation service that allows you to communicate online with the practice about a non-emergency medical problem or admin query.	Patient Access is an online service available to you, as a patient. You can download the app or open the application via a web browser.	NHS App is an online service available to you, as a patient. You can download the app or open the application via a web browser.
What do I need to set up the services?	You will need to have an email address to sign up.	Before you can begin to use Patient Access, you will need to register and create an account. <ul style="list-style-type: none"> You can sign in with your user ID or email address. 	Before you can begin to use NHS APP, you will need to register and create an account. * You cannot set up NHS login without a mobile phone. You will need an email address and mobile phone number
How do I access the service?	➤ visit our website: https://www.thestationpractice.co.uk ➔ go to "Online Services" section and click on the Engage Consult logo.	You can access Patient Access via: <ul style="list-style-type: none"> Our website Patient access website Patient Access app 	You can access Patient Access via: <ul style="list-style-type: none"> Our website Through the NHS website NHS app
What can I use the service for?	Engage Consult enables you to do the following: <ul style="list-style-type: none"> You can ask for help about a non-emergency medical problem or for general advice from the surgery You can request your prescription or submit an administration request 	Patient Access online service enables you to do the following: <ul style="list-style-type: none"> Order repeat prescriptions Book and cancel appointments View parts of your medical record 	NHS APP enables you to do the following: <ul style="list-style-type: none"> Order repeat prescriptions Book and cancel appointments View parts of your medical record Check your symptoms Get an NHS Covid Pass

THE STATION PRACTICE

<p>Do I need to prove my identity?</p>	<ul style="list-style-type: none"> ✓ The Practice will not need to verify patient identity or to provide any login credentials. 	<ul style="list-style-type: none"> ✓ The first time you set up your Patient Access, you'll need to prove who you are. This is so you can be connected to your NHS record. ✓ The Practice will verify your identity and provide you with the 3 initial registration details, necessary to link your account to your current practice (Linkage Key + ODS Code and Account ID). ✓ To have your identity verified and be provided with the 3 initial registration details, you need to come to the practice and complete the Online Access registration letter with a form of an ID (i.e passport, driving licence). 	<ul style="list-style-type: none"> ✓ The first time you set up your NHS login, you'll need to prove who you are. This is so you can be connected to your NHS record. It also protects your health information. ✓ You can prove who you are by using the NHS app verification process (recording your face and uploading a photo ID on NHS app) or by coming to the practice with a form of ID (i.e passport, driving licence) and complete the "Online Access registration" form. ✓ The practice will verify your identity and provide you with the initial 3 registration details (Linkage Key + ODS Code and Account ID). With these details you will be able to finalise the NHS app registration process.
<p>Do I get a response on the same day?</p>	<ul style="list-style-type: none"> • The Practice will aim to respond to <u>medical queries</u> on the same day when received before 11am *except the requests for letters or medical reports which can take up to 4weeks 	<ul style="list-style-type: none"> • Not applicable as you control the booking and the cancellation of the appointment booked via Patient Access. 	<ul style="list-style-type: none"> • Not applicable as you control the booking and the cancellation of the appointment booked via NHS APP.
<p>Can I use the service only from the phone?</p>	<ul style="list-style-type: none"> • Engage Consult can be used from any mobile phone, tablet or computer. 	<ul style="list-style-type: none"> • Patient Access can be used from any mobile phone, tablet or computer. 	<ul style="list-style-type: none"> • NHS APP can be used from any mobile phone, tablet or computer.
<p>Is there a limit of medical requests?</p>	<p>Yes, limited number of requests received on the day. When you are not able to submit the request, this means the message box has reached the capacity of requests. Please try the next day.</p>	<p>With up to 2 weeks' worth of available GP and ANP appointments to choose from you can book online for a time that is convenient for you. If appointments or telephone consultations are not available on patient access, please check the next day as more will become available.</p>	<p>With up to 2 weeks' worth of available GP and ANP appointments to choose from you can book online for a time that is convenient for you. If appointments or telephone consultations are not available on NHS App, please check the next day as more will become available.</p>