

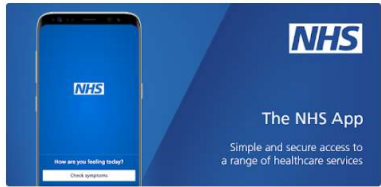


THE STATION PRACTICE

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. <ul style="list-style-type: none"> 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 ➔ "Appointments" section	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 View the average waiting time for your hospital appointment

THE STATION PRACTICE

<p>Do I need to prove my identity?</p>	<p>✓ The Practice will not need to verify patient identity or to provide any login credentials.</p>	<p>✓ When setting up Patient Access for the first time, you'll need to verify your identity to connect to your NHS record. ✓ The practice will confirm your identity and provide you with three key registration details needed to link your account to the practice (Linkage Key, ODS Code, and Account ID). It is essential that you link your Patient Access account to your current practice. ! ✓ To verify your identity and receive the registration details, please visit the practice with a valid form of ID (e.g. passport, driving licence) and complete the Online Access registration form.</p>	<p>✓ When setting up NHS login for the first time, you'll need to verify your identity to connect to your NHS record.</p> <p>✓ You can verify your identity either through the NHS app by recording your face and uploading a photo ID, or by visiting the practice with a form of ID (e.g. passport, driving licence) and completing the "Online Access Registration" form.</p> <p>✓ 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>
<p>Do I get a response on the same day?</p>	<p>• 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</p>	<p>• Not applicable as you control the booking and the cancellation of the appointment booked via Patient Access.</p>	<p>• Not applicable as you control the booking and the cancellation of the appointment booked via NHS APP.</p>
<p>Can I use the service only from the phone?</p>	<p>• Engage Consult can be used from any mobile phone, tablet or computer.</p>	<p>• Patient Access can be used from any mobile phone, tablet or computer.</p>	<p>• NHS APP can be used from any mobile phone, tablet or computer.</p>
<p>Is there a limit of medical requests?</p>	<p>Yes, we have a limited number of requests we can accept each day. If you are unable to submit your request, it means we have reached our daily capacity. Please try again the next day</p>	<p>With up to 2 weeks of available GP and ANP appointments, you can book online at a time that suits you. If no appointments or telephone consultations are available on Patient Access, please check again the next day as more will be released</p>	<p>With up to 2 weeks of available GP and ANP appointments, you can book online at a time that suits you. If no appointments or telephone consultations are available on Patient Access, please check again the next day as more will be released</p>