



Registration Letter

Dear Patient(s),

Thank you for registering for Patient Services. Please find your registration details and instructions enclosed.

Please do not hesitate to contact us on 888270 if you have any questions or queries.

Yours sincerely,

Heilendi Practice

Patient Services

Patient Services is the name of the online service your GP practice is using. It allows you to book GP appointments and request repeat prescriptions.

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

- **Register Online** - This creates your user profile on the website so that you can login.

To register as a new Patient Services user and access the website please follow these steps:

1. From your internet browser, go to www.patient-services.co.uk
2. From the **Patient Services Welcome** screen, select **Register**.
3. Providing you have received a Registration letter, select **Yes**.
4. Enter the **Practice ID** from the letter.
5. Enter both the **Account ID** and **Linkage Key** from the registration letter in the areas indicated.

Registration

Create your account

Registration Details

You must collect a letter from your surgery before you can register for this service.

Practice ID

Please enter the following details as provided on your registration letter.

Account ID

Linkage Key

6. Now complete the **Account Details** section as follows:

- **Username** - Create a unique user name (minimum 3 characters) - This is the name you will use for logging into Patient Services.
- **Password** - Type a new password, this must be a minimum of 8 characters containing at least one character from three of the following four character types:
 - **Uppercase letter**
 - **Lowercase letter**
 - **A number**
 - **A symbol.**
- **Confirm Password** - Retype your password to confirm

The screenshot shows a web form titled "Account Details". At the top, it states: "Your username must be at least 3 characters in length, start with a letter and contain any combination of letters, numbers, dots". Below this is a "Username" label and an input field. A blue tooltip bubble points to the input field with the text: "Choose a username for your new account. You will use this to log in to the website." Below the username field, there is a section for password rules: "To help secure your account, please ensure your password meets the following rules:". This section contains four radio button options: "Minimum 8 characters in length", "Matches 3 of 4 from the following:" (with sub-points: "Contains an uppercase letter (A..Z)", "Contains a lowercase letter (a..z)", "Contains a number (0..9)", "Contains a symbol (such as !, ?, @ etc.)"), and "Password and confirmation match". Below the rules are three input fields: "Password", "Confirm Password", and another empty field.

7. Complete the **Personal Details** screen with the following details:

- **First Name** (this should match the first name recorded at your GP Practice).
- **Last Name** (this should match the last name recorded at your GP Practice).
- **Email** - Enter your email address (this should match the address recorded at your GP Practice).
- **Confirm Email** - Retype your email to confirm.

- **Date Of Birth.**

Personal Details

The information below will be used to connect you to your account at your practice.

First Name

Last Name

Email

Confirm Email

Date of Birth

I agree to the [Terms & Conditions](#) and [Privacy Policy](#)

Register

8. Read the **Terms & Conditions** and **Privacy Policy**, and tick the box to confirm acceptance of these conditions.
9. Select **Register** to create your Patient Services Account.
10. The email verification message is displayed.
11. Close the Patient Services screen and log into the email account for the email address you have entered.
12. Locate the Patient Services verification email and select the link.

You are now registered for Patient Services and you can log in and use all of the online services Heilendi has enabled. Instructions on how to use these services are below.

Requesting a Prescription

1. From the welcome page click on the Prescriptions Tab or My prescriptions box
2. From the 'Request New Prescriptions' section, tick the boxes of the medication that you require
3. A comment box will appear if you wish to request an acute prescription as well
4. Click 'Request'
5. Click 'Confirm'
6. 'Request Sent' should appear
7. If request fails, click link to resend. If you still cannot send your request, please try again later or contact us on 888270
8. You can monitor the status of your request via the Prescriptions Tab and Request History section:
 - In Progress: New request which has not been processed by the Doctor yet
 - Not Processed: An outstanding request which has not been processed within the last 5 days
 - Processed: Request has been processed and ready to collect (please allow 4 working days before collecting from the chemist)
 - Rejected: Request has been cancelled. Click on plus sign to expand request and view the reason for this.

Please note: You can expand your requests to check if any messages have been left for you. If the status of your request is showing as 'processed', it doesn't necessarily apply to all the items you have requested. Any medication that has not been issued will have the last issued date greyed out.

Booking Online Appointments

9. From the welcome page click on the Appointments Tab or My Appointments box
10. Click link '+ Add New Appointment'
11. Click on boxes to make selections (e.g. When? What time? Seeing who?)
12. Click 'Search'
13. Select an appointment by clicking the book link

14. The confirm appointment request screen is displayed – **Please check the details are correct.**
15. Please leave a short description of your reason for attending (optional)
16. Click 'Confirm'
17. 'Appointment Booked Successfully' should appear

Please note: You may only book a maximum number of 3 future appointments online. If you fail to attend for 3 appointments your account will be locked and you will need to contact the surgery to resolve this.

Cancelling an Appointment

18. If you would like to cancel an appointment then view your appointment in the appointment tab and click 'Cancel'
19. Please select a cancel reason
20. Click 'Confirm'
21. 'Appointment Cancelled Successfully' should appear

Please note: The cancellation cut off period is 1 hour – Please contact the surgery on 888270 if you need to cancel and appointment within that hour.