



Stewart Medical Centre
15 Hartington Road, Buxton,
Derbyshire, SK17 6JP

Stewart Medical Centre
Patient Participation Group



SMC PPG
Rev A4 14Nov15

GUIDANCE ON REGISTRATION FOR USE OF ONLINE SERVICES

Registration for use of online services

You can order your repeat medication and book GP and blood test appointments online. This leaflet provides a step by step guide, with screen prints, on how to register to use the online services. These services are available 24 hours a day, 7 days a week and allow patients to arrange their prescriptions and book appointments without having to ring the surgery. Nurse appointments are not available online because each nurse has a different role.

The first step in using the online services is to register which you do by first asking for a **Patient Access Registration Information Letter** from reception and making sure the surgery has your current E-mail address and mobile telephone number (used for password recovery). Once registered, you can use the **Patient Access App** on a smart phone or tablet as well as being able to login to the site provider (emis) using your personal computer.

In order to maintain patient confidentiality, there are a number of conditions for registration:

- A patient must always be registered in their own name and appointments / prescriptions are always made in the patient's name regardless of who makes the appointment or who is attending. Hence, the registration for children, carers, etc. is always done in the patient's name so that the registration details will be in that patient's name.
- For children, the practice will only allow parents to register their children for the service up to the age of 14. Any older than that and the child would have to request the registration details themselves.
- People cannot register other people unless there is a lack of capacity scenario. So, for example, husbands and wives cannot register each other because the registration allows access to confidential

information. It has to be done by the patient. The practice is happy to accept the request from a spouse but the patient would need to collect the registration letter themselves. What they choose to do with them after that is a matter of personal choice but the practice can only provide details to the registered patient. When necessary and with the agreement of the practice, patients with special needs may be registered by their designated carers.

- If people get married, they have to show a copy of their marriage certificate so that their records can be changed and any change would automatically update their online access. Similarly if they change their name by deed poll or for any other reason the practice has to see the official documentation for the change to be made to their records.

To register, **within two weeks**, of receiving your registration letter,

PLEASE USE THE FOLLOWING STEPS

(The information in this leaflet is correct at the date of issue but may be subject to change.)

Step 1. Obtain your **Patient Access Registration Information Letter** from reception and make sure that the surgery has your current E-mail address and mobile telephone number (used for password recovery). The receptionist will either be able to print you a letter when you ask for it or it will be available for collection within two working days.

The letter is only valid to the **date** (ca. two weeks after your initial request) shown in the **Note**. You must register before this date or else you will need a new letter with a new PIN number and Access ID.

The letter gives the **Registration Details** of PIN, Practice ID, Access ID and Your NHS Number.



Registration information for:

Your name

Please keep this form safe until you have registered your account and then destroy it. In the event that this form is lost or stolen before completing the registration process, please contact your practice immediately so that they can generate a new one for you.

Enter the information exactly as it appears on this letter, or registration will not be accepted.

Note: This document is only valid up to and including **Thursday 04th June 2015**.

How to register

Before you can use your Patient Access account you will need to register the account. The steps below will guide you through the process.

1. Go to **WWW.STEWARTMC.NHS.UK**
2. Click on **Register** in the Register box.
3. Answer **yes** to the question 'Have you received a registration letter from your practice?'
4. Enter the **registration details** shown below and click next.

PIN	[Redacted]
Practice ID	296
Access ID	[Redacted]
Your NHS Number	[Redacted]

5. Enter your surname, date of birth and choose a **password**. You will use this password to sign in. Click next. *Surfing to < 98*
6. Enter your **contact details** (optional) and choose some **security questions**. Click next.
7. You have now successfully registered. Note down your **User ID**, you can now use this to sign in along with your chosen **password**.

How to sign in

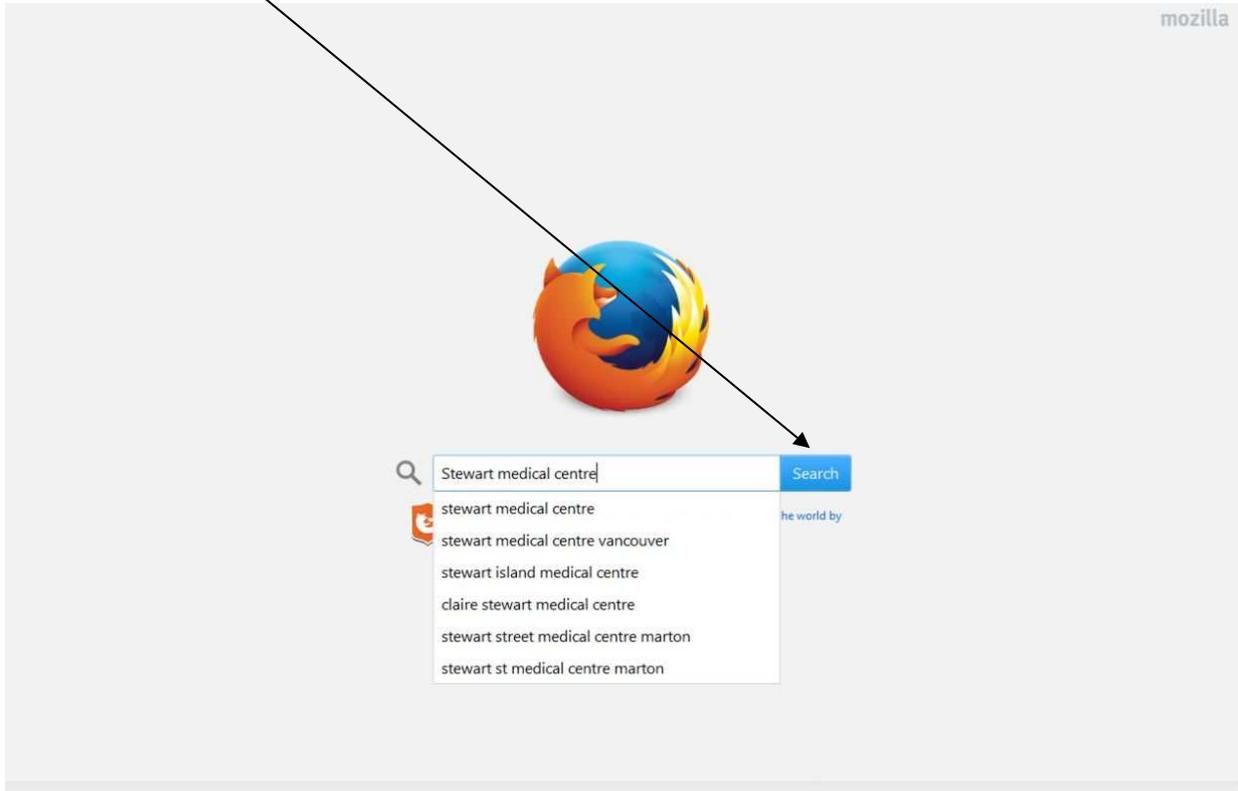
Once you have registered for the service you can then sign in. You will need to enter the following information each time you use the service:

- **User ID** (given to you at the end of the registration process)
- **Password** (chosen by you during the registration process)

If you forget your sign in details

- You can use the Forgotten Password and Forgotten User ID features to help recover your details. Please note: Your practice must have your e-mail address and mobile number stored to use these features. You can also add these during the registration process and after signing in.
- Alternatively you can contact your practice to generate a new letter for you. With the new letter, you will need to **follow the whole registration process again**, before signing in with new details.

Step 2. Open your browser (e.g. Internet Explorer, Firefox, Chrome, Safari). In the search box, enter **Stewart Medical Centre** and then click on **Search** to give you a selection of answers.



Step 3. Click on the answer **Stewart Medical Centre** with the correct website address **www.stewartmc.nhs.uk/** to take you to the Stewart Medical Centre **Home** page.

The screenshot shows a Google search for "Stewart medical centre". The search results include:

- Stewart Medical Centre** with the website address www.stewartmc.nhs.uk/. A red arrow points from the instruction text to this result.
- Address: 15 Hartington Road, Buxton, Derbyshire SK17 6JP, 01298 22338.
- Buttons for "Patient Access", "Practice Staff", "Find us", and "Practice Services".
- Overview - Stewart Medical Centre - NHS Choices (Rating: 5 - 2 reviews).
- Contact - Stewart Medical Centre - NHS Choices (Rating: 5 - 2 reviews).
- Stewart Medical Centre, Buxton | Doctors (medical ... - Yell.
- Stewart Medical Centre - WhatClinic.com.

On the right side of the search results, there is a map showing the location of "Collier Dr A J" (a Doctor) at 15 Hartington Road, Buxton, Derbyshire SK17 6JP. The map includes a "Directions" button and a "Feedback" link.

Step 4. Click **Sign in** on the top right corner of the SMC home page or **CLICK HERE TO BOOK AN APPOINTMENT** to take you to the **emis** **Welcome to Patient Access** page

Stewart Medical Centre
15 Hartington Road, Buxton, Derbyshire, SK17 6JP

Home Newsletter Practice Services Patient Participation Group Practice Staff FAQ's Useful Health Information Find us Minor illness **Sign in** Patient Access

Welcome to Stewart Medical Centre

We would like to welcome you to the Stewart Medical Centre.

Our practice covers Buxton and the surrounding areas with over 9,300 patients registered and we are part of NHS Derbyshire County.

Please note that although we are open from 7am on Friday mornings, we do not have our phone lines open until 8am. Similarly our phone lines are not open when the surgery is open on Saturday mornings.

Occasionally the surgery will be closed for training and development. Please see Surgery News for information.

CLICK HERE TO BOOK AN APPOINTMENT

Latest Surgery News

- Patient Participation Report
- Surgery Closures – Training
- Friends and Family Test
- Dr Short
- New Members of our Team
- Parenting Support for all Families with children under 5

Online Services

- >> Book an Appointment**
- >> Order a Repeat Prescription**
- >> Change of Address**

Contact Details

Telephone: 01298 22338
Fax: 01298 72678

Issues with Telephones

We have been experiencing some issues with our telephone system this

Step 5. Click on **Register** to take you to the **emis Register** page.

Home Help

Patient access powered by **emis**

Welcome to Patient Access

Sign in Patient Access lets you use the on-line services of your local practice. These may include arranging appointments, repeat medication, secure messages, medical record and updating your details.

Register

Have a letter from your practice?
Click register below and enter the details.

No letter but would like an account?
Click to register to see if Patient Access is available to you.

Register

Sign in

[? Help](#)

User ID [Get my User ID](#)

Password

[I forgot my User ID or Password](#)

Remember my User ID

Requires cookies [?](#)

Sign in

Patient Access app for your mobile
Free on Android and iOS

This site uses encryption
[How can I tell that this site uses encryption?](#)

Help with Patient Access
[View our most frequently asked questions](#)
[View the current status of the Patient Access Service](#)

Access to this system is permitted to authorised users ONLY. Unauthorised attempts are considered a criminal offence and could be prosecuted. Please read the [terms of use](#) and the information about your [privacy](#) which apply to this website.

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Step 6. Click on the **circle** by **Yes** to take you to the **Register** page where you input your letter details.

Home Help

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Your progress

Register

Have you received a registration letter from your practice?

Yes No

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Step 7. Input your **registration details** from the registration letter (without spaces in your NHS number) and then click on **Next** to take you to the **Register** page for your personal details.

Home Help

Patient access powered by emis

Your progress

Register

Have you received a registration letter from your practice?

Yes No

✓

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

Account Linkage Key or PIN *

Practice ODS Code or Practice ID *

Account ID or Access ID *

NHS Number or CHI Number *

[Next](#)

* Indicates a required field

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Step 8. Input your **Surname** and **date of birth** (using the **down arrows** by the box) and then choose a **password**. To select a strong password (at least 10 characters - the program indicates the strength), choose one with a mixture of capital letters, small letters, numbers and symbols (e.g. £, \$, #, > etc.) e.g. FedUpWithTrying24# DO NOT USE THIS !!! It will ask you to put the password in **twice** to make sure it is correct. You must remember and/or note down the password exactly as you put it in. Click on **Next** and it takes you to the **Contact Details and Security Questions** page.

Home Help

Patient access powered by emis

Your progress

Register

Please enter your details below to create an account

About you

Surname *

Date of birth *

Choose a password * i

Confirm your password *

Password strength

* Indicates a required field

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Step 9. Enter your E-mail address and your mobile telephone number. Please make sure that the surgery has these as the password recovery system will only work if the data you enter corresponds to that held by the surgery. For Security Questions 1 and 2, **click on the down arrow** at the right hand side of the box, pick a question that suits you and enter the answer. You can edit the questions by clicking on [Add Question](#) or [Remove Question](#) in the green boxes at the bottom. Make a note of the questions and answers. Near the bottom of the screen, click on the square box to agree the terms and conditions and then click on [Next](#) to take you to the **Your login details** page.

Home Help

Patient access powered by **emis**

Your progress

Register

Finally, please complete this security and contact information so that we can help you in the event that you forget your details.

Contact details

Email

Mobile number

Note: These patient-specific contact details are held by your practice and used if you need to reset your password. If they are incorrect please update them.

Important: the details are added to your medical record and could be used by your practice to contact you.

Security questions

Security question 1 *

Security answer 1 *

Security question 2 *

Security answer 2 *

Please enter at least 2 security question(s)

Note: Adding or Removing a security question will clear all unsaved data you have already input on this page.

Read the [terms and conditions](#) before continuing

* By ticking this box, I agree to the Terms and Conditions

* Indicates a required field

[Next](#) [Add Question](#) [Remove Question](#)

Terms of use Privacy policy Cookies policy Feedback v7.2.0-3

Step 10. The Your login details page gives you your User ID. This is currently generated in the form of [Access ID](#)+000+[Practice ID](#) e.g. [6789000296](#). You need to make a note of your **User ID** as this, with your password, is used to log you into the system. If you want to log in straight away, click on [Sign In](#) to take you to the **emis Welcome to Patient Access** page

The screenshot shows the 'Patient access' website interface. At the top, there is a navigation bar with 'Home' on the left and 'Help' on the right. The 'Patient access' logo is on the left, and a blue badge with 'powered by emis' is on the right. Below the navigation bar, there is a progress indicator labeled 'Your progress' with a partially filled orange bar. The main content area features a green checkmark icon followed by the heading 'Register' and the text 'Congratulations, you have now successfully created an account.' Below this is the section 'Your login details', which includes a 'User ID:' label followed by a blue rectangular box containing a masked user ID. A red warning message reads: 'Please make a note of your User ID before signing in.' Below the User ID is the text 'Password: Your chosen password'. At the bottom of this section is a red 'Sign in' button. Two black arrows originate from the text in the 'Step 10' instruction: one points from 'Sign In' to the 'Sign in' button, and the other points from 'User ID' to the blue box containing the masked user ID. The footer of the page contains links for 'Terms of use', 'Privacy policy', 'Cookies policy', and 'Feedback', along with the version number 'v7.2.0-3'.

Step 11. On the **Welcome to Patient Access** page, enter your **User ID** and **Password** and click on **Sign In** to go to the **Welcome your name** page.

The screenshot shows the Patient Access website interface. At the top, there is a navigation bar with 'Home' on the left and 'Help' on the right. The 'Patient access' logo is on the left, and 'powered by emis' is on the right. A green banner below the navigation bar contains an information icon and the text: 'The Patient Access site will be out of service on Wednesday 20th May 2015 between 14:00 and 15:00 for essential maintenance.' Below this is the main heading 'Welcome to Patient Access' followed by a sub-heading: 'Patient Access lets you use the online services of your local practice. These may include arranging appointments, viewing your medical record and updating your details.' The main content area is divided into two columns. The left column is titled 'Register' and contains text about having a letter from the practice or not, and a 'Register' button. The right column is titled 'Sign in' and contains a 'User ID' field, a 'Password' field, a 'Get my User ID' link, a 'Remember my User ID' checkbox, and a 'Sign in' button. Below the main content area are three smaller boxes: 'Patient Access mobile app' with Android and iOS icons, 'This site uses encryption' with a padlock icon, and 'Help with Patient Access' with a question mark icon. At the bottom, there is a footer with links for 'Terms of use', 'Privacy policy', 'Cookies policy', and 'Feedback', and the version number 'v7.2.0-3'.

Home Help

Patient access powered by emis

i The Patient Access site will be out of service on Wednesday 20th May 2015 between 14:00 and 15:00 for essential maintenance.

Welcome to Patient Access

Patient Access lets you use the online services of your local practice. These may include arranging appointments, viewing your medical record and updating your details.

Register

Have a letter from your practice?
Click "Register" and enter the details.

No letter but would like an account?
Click "Register" to see if Patient Access is available to you.

[Register](#)

Sign in

[? Help](#)

User ID [Get my User ID](#)

Password

[I forgot my User ID or Password](#)

 Remember my User ID [?](#)

[Sign in](#)

Patient Access mobile app
Free on Android and iOS

This site uses encryption
How can I tell that this site uses encryption?

Help with Patient Access
[View our most frequently asked questions](#)
[View the current status of the Patient Access Service](#)

Access to this system is permitted to authorised users ONLY. Unauthorised attempts are considered a criminal offence and could be prosecuted. Please read the [terms of use](#) and the information about your [privacy](#) which apply to this website.

Terms of use Privacy policy Cookies policy Feedback v7.2.0-3

Step 12. On the **Welcome** page, select the service you want and follow the instructions. Additional guidance is given on the website for booking the various services. Always click on **Sign Out** when you have finished.

Home Sign out Help

Patient access powered by **emis**

Welcome Your name

You last signed in on: 30/03/2015 12:42:58 *If this is not correct, please [sign out](#) immediately and contact your practice for advice*

Your Details [Update your details](#) [Change password](#) [Change security questions](#)

Name	Name			
Address	Address			Show More

Appointments [Book an appointment](#)

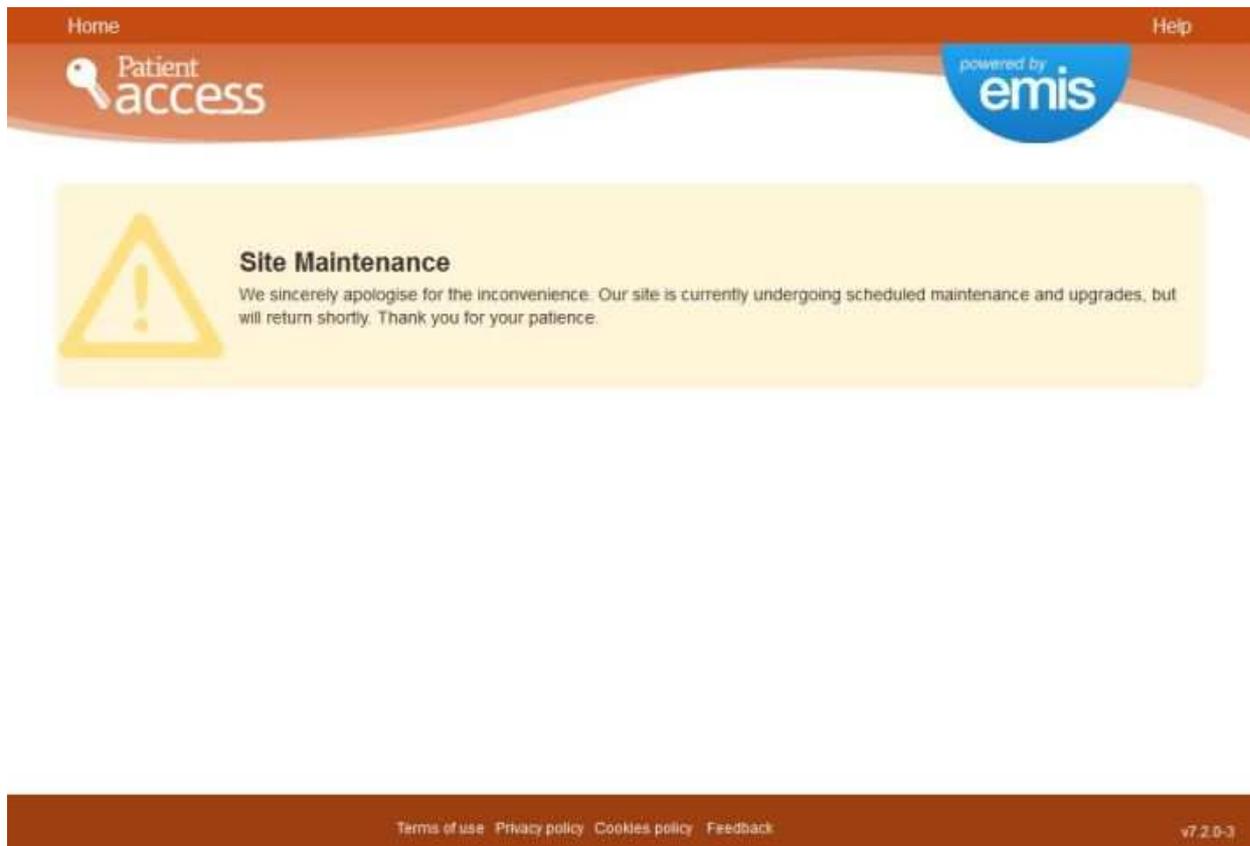
Date	Time	Clinician	Category	Action
You have no appointments booked				

Repeat Prescriptions [Request a repeat prescription](#) [See your repeat prescriptions](#) [See requests detail](#)

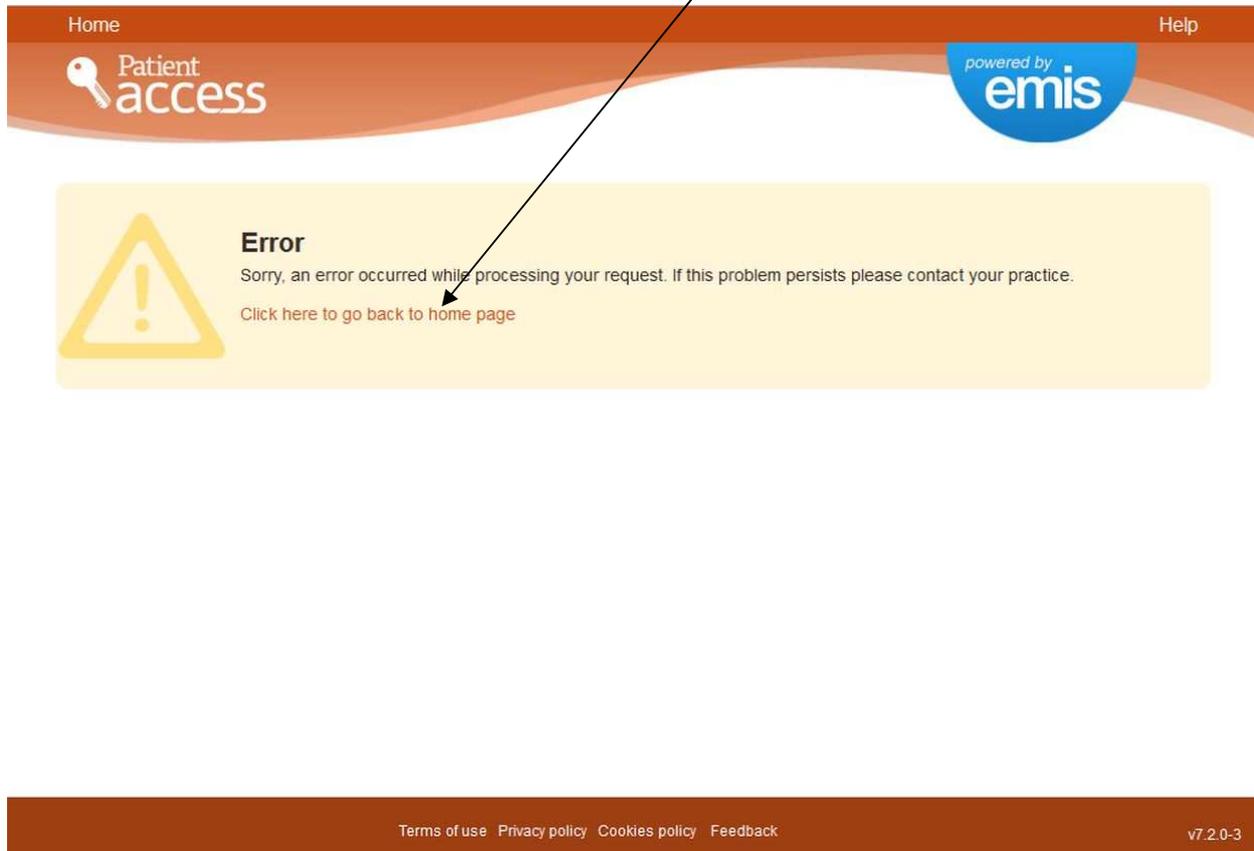
Date	Drug	Status
You have no prescription requests		

[Terms of use](#) [Privacy policy](#) [Cookies policy](#) [Feedback](#) v7.0.3.0300-2

Step 13. PROBLEM SOLVING. Sometimes when you first try and **Sign In** a message comes up saying that the practice computer may be offline etc. and it does not accept your password. This happens if either the **emis** or **SMC** system is down at the time you try and register. You may get an E-mail a day or two later to say that your details had been passed to the practice and you can then log in. Sometimes, whilst you are registering, the system will go down for maintenance. You will then have to wait 30 minutes or so and then try and **Sign in**. After signing in, the **emis** system may take you to an **Error** page before taking you to the **Welcome** page.



Step 14. On the **Error** page, if you click on [Click here to go back to the home page](#), it will take you to the **Welcome your name** page and you can proceed as normal.



Step 15. If you receive any other error messages, please take a Screen Print by pressing the **Prt Scr** button on your keyboard, opening up a word processing program (e.g. WORD) and select Paste to drop the picture into the document. Save the document and either E-mail it to the practice manager or print it out and take it into the practice.

Step 16. Once you have registered, you can use Patient Access on a tablet or smartphone. Depending on your device, just go to the Google Play Store for an android device or i-Tunes App store if an Apple device and search for the **Patient Access App** with the logo



Once you have found it, just install the free App as you would any other App. When installed, it will take you directly to the **emis** login site when you activate it.

A screenshot of the Patient Access website. The header is orange with "Home" on the left and "Help" on the right. The "Patient access" logo is on the left, and a blue "powered by emis" badge is on the right. The main heading is "Welcome to Patient Access". Below it, a paragraph explains that Patient Access lets users use on-line services like arranging appointments and secure messages. There are two main sections: "Register" (with a "Register" button) and "Sign in" (with fields for "User ID" and "Password", a "Sign in" button, and a "Remember my User ID" checkbox). Below these are three smaller boxes: "Patient Access app for your mobile" (with Android and iOS icons), "This site uses encryption" (with a lock icon), and "Help with Patient Access" (with links to FAQs and service status). At the bottom, there is a footer with "Terms of use", "Privacy policy", "Cookies policy", "Feedback", and the version number "v7.0.3.0300-3".

Step 17. You can also go directly to the **emis** login site from a personal computer by Google (for example) searching for **emis** and clicking on **Patient Access Patient login**. This bypasses the need to first login in to the **Stewart Medical Centre** site and may avoid some of the error messages.

