

# Patient ACCESS

## What happens next?



I have filled the application form in properly and given it to one of our receptionists with the appropriate identification.

### Soon...

Your application will be processed – this can take up to 10 working days

#### EMAIL

If you have chosen to receive your registration details via EMAIL, you will receive an email from 'EMIS HEALTH', **not** The Richmond Hill Practice, so please keep a look out for it. Please also check your SPAM as we cannot control the settings of your email provider.

#### Collection

If you have chosen to receive your registration details via COLLECTION, Joanna will call the number you have provided on the application form to let you know that your details are ready to collect. If you are not in, she will leave a message for you.

When you receive your registration details, please make sure you register and create a new account, even if you already have an account that you can't get access to. (If you put a new application in, Joanna will reset your record unless otherwise stated).

### HAVING PROBLEMS?

Please visit the patient access support page at [www.patientaccess.com](http://www.patientaccess.com)

Please only email [patientaccess.p81025@nhs.net](mailto:patientaccess.p81025@nhs.net) with your query if you have visited the support page but feel you need further assistance. This email is **ONLY** for Patient Access queries, **not** for any urgent matters.

We have a designated staff member who deals with these queries who is not available for telephone consultations. The email above is a preferred method of contact. Queries will be dealt with within 10 working days but please allow longer during the holidays. Patient access is not urgent.

If you need to order a prescription and you are having problems with patient access, please email your request to [repeats.p81025@nhs.net](mailto:repeats.p81025@nhs.net) (for repeats prescriptions only)

