



Online Access

21st April 2023

Dear Patient

Firstly, please accept my apologies for the disruption to Online Access that the merger has caused. I understand that many users have managed to gain access but there remain some issues with the level of access. To fix this we will need to manually correct this for each patient, as you can imagine this will be a huge task and again, I ask that you bear with us whilst we get this fixed.

Although we have patients that still use Patient Access, I would kindly ask that you try and register for the NHS App please go to www.nhs.uk/nhs-app for more information.

If you are struggling to access the NHS App help can be found at www.nhs.uk/nhs-app

Repeat prescriptions can be ordered via our website <https://harthealth.nhs.uk/prescriptions> if you still have trouble with the app.

If you are unable to access the NHS App following the merger, here are some instructions to follow

Please only follow these instructions if you still cannot use the NHS App

- Delete your account If you are still able to log in to the NHS App on your mobile device, please do so, then select More (in the top-right corner), then NHS login, then Delete NHS login. If you are unable to log in to the NHS App on your mobile device, please visit the website via the following link: <https://account.login.nhs.uk/#/manage-nhs-login/delete> For security reasons, you will need to log in with your usual NHS login credentials. Once logged in, you will then be able to delete your account.
- Create a new account via the NHS App Once your login has been deleted, re-open the NHS App, select 'Continue with NHS login' and follow the on-screen instructions, registering using photo ID or by selecting 'How to prove who you are without sending a photo of your I.D.', then select 'Yes – I use online services'. On the following screen, select 'Yes – I have all 3 details' and follow the on-screen instructions to complete your registration.' Please note, if you do not have photo ID, you will need to request 3 pieces of information from your surgery, your account ID, a "linkage key" (this may also be called a "passphrase") and their Organisation Code (J82110).



I have provided an email address for you contact us with your Online Access queries, please DO NOT use the address for anything else as it will not be monitored regularly.

Frimleyicb.hhp.online@nhs.net

Please use the email address for –

- You have access to the NHS App but some of the functions are missing e.g., medical records.
- You had proxy access to a child or family member but have lost this following the emerger.
- You have followed the instructions above and still cannot access the App.
- You are unable to provide photo I.D and require a “linkage key”.

I really appreciate your patience while we try and correct your access problems. I would appreciate it if you used the email address to contact us with your online access queries, our reception team are unable to help over the phone or at the reception desk.

Yours sincerely

Steve Cardwell
Practice Manager