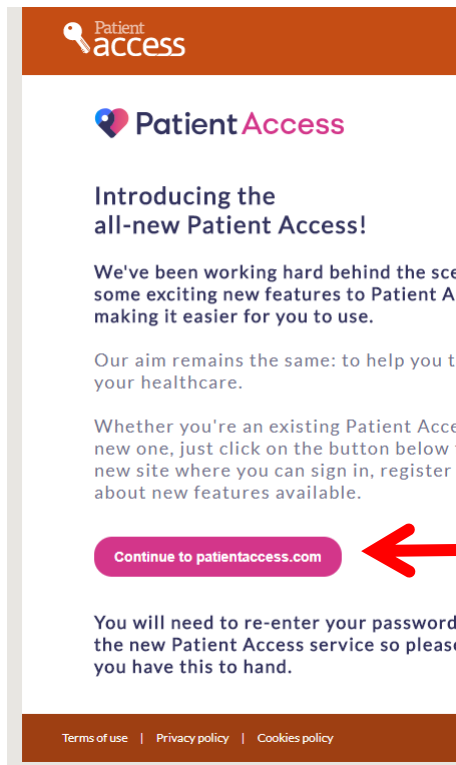


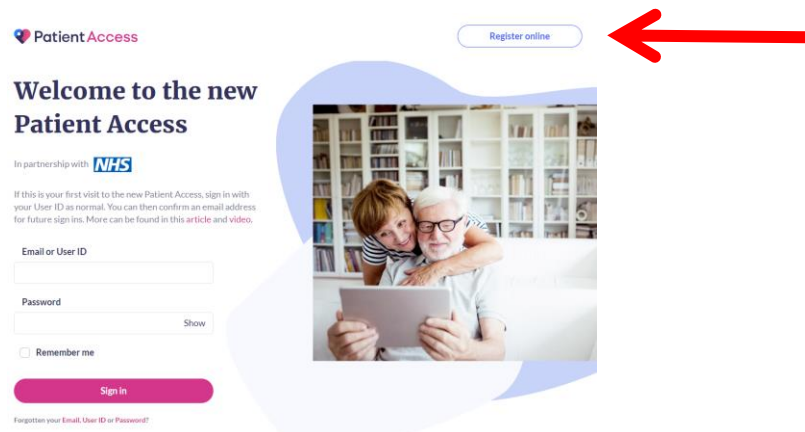
## Patient Access – Registration Process

Firstly, the Patient Access website has been completely redesigned and offers a raft of support options that were previously unavailable without contacting the surgery; you no longer need to contact the surgery for help and assistance. The new landing page is pictured below:



**Continue to patientaccess.com**

You are taken to the Sign In page but, if this is your first visit or we have reset your account you will need to click the Register Online button:

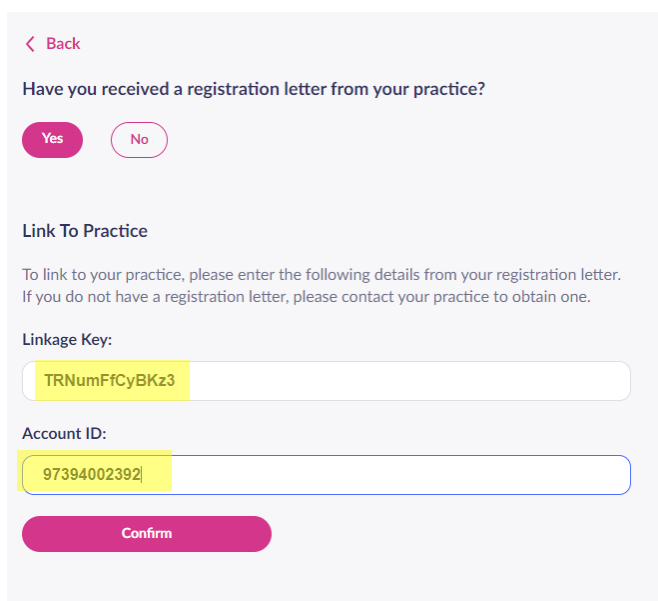


**Register online**

If you are signing in using an existing account (i.e. first use of the new-look web site), use your 11 digit User ID and not your email address. After signing in you will be able to use your email address in the future to log in.

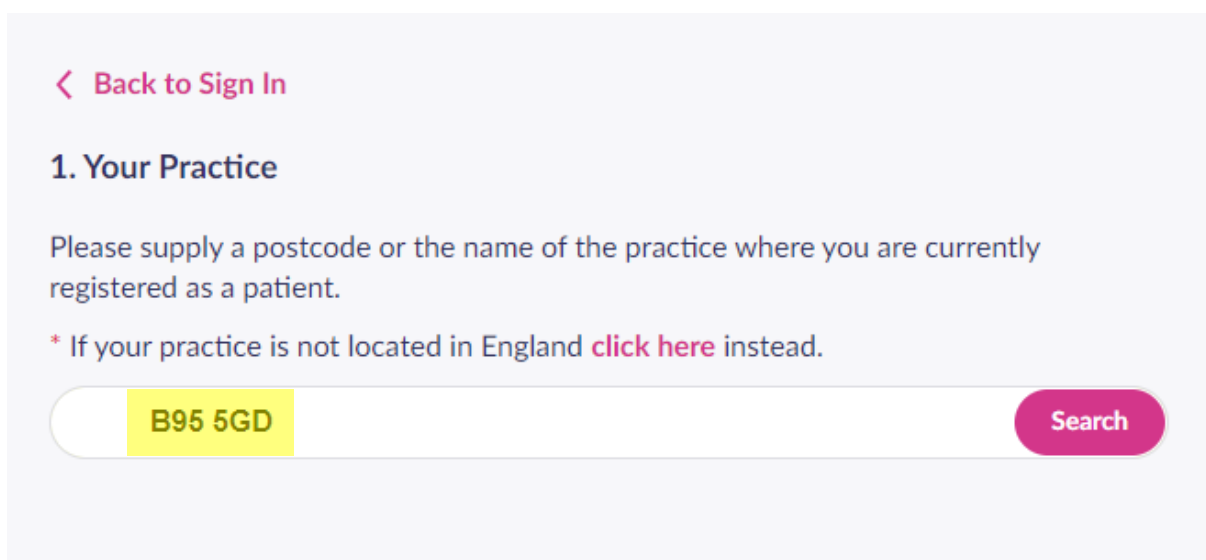
At the next screen you will be asked if you have received a letter from your practice; that letter has been sent with this document so click “Yes”. Note: If you click “No” you will only be able to book one appointment and nothing else.

Enter your linkage key (which is case sensitive) and your Account ID which is on your paperwork.



The screenshot shows a registration confirmation screen. At the top left, there is a pink arrow pointing left and the text "Back". Below this, the question "Have you received a registration letter from your practice?" is displayed. There are two buttons: "Yes" (a solid pink button) and "No" (a white button with a pink border). Underneath, the section "Link To Practice" is titled. It contains the instruction: "To link to your practice, please enter the following details from your registration letter. If you do not have a registration letter, please contact your practice to obtain one." Below this, there are two input fields. The first is labeled "Linkage Key:" and contains the text "TRNumFfCyBKz3". The second is labeled "Account ID:" and contains the text "97394002392". At the bottom of the form is a solid pink button labeled "Confirm".

Enter our postcode (see below), select the Surgery and click “Continue”.



The screenshot shows a practice selection screen. At the top left, there is a pink arrow pointing left and the text "Back to Sign In". Below this, the section "1. Your Practice" is titled. It contains the instruction: "Please supply a postcode or the name of the practice where you are currently registered as a patient." Below this, there is a note: "\* If your practice is not located in England [click here](#) instead." At the bottom, there is a search bar with the text "B95 5GD" entered. To the right of the search bar is a solid pink button labeled "Search".

Select your practice from the results below.



### Henley-in-Arden Medical Centre

Prince Harry Road, Henley-In-Arden, Warwickshire B95 5GD  
+44 (0) 1564792434



### Claverdon Surgery

Station Road, Claverdon, Warwickshire CV35 8PH  
+44 (0) 1789292895



### Lapworth Surgery

Old Warwick Road, Lapworth, Solihull, West Midlands B94 6LH  
+44 (0) 1564783983



### Tanworth-in-arden Medical Practice

The Birches, Broad Lane, Tanworth-In-Arden, Solihull, West  
Midlands B94 5DY  
+44 (0) 1564742274

Continue

Choose the top result and click “Continue”. You are now required to enter your personal details

✓ **Your Practice** Edit  
Henley In Arden Medical Practice

2 **Your Personal Details**  
Please confirm the personal details held by your practice.

Name:

Date of birth:    Gender:

Postcode:   House name, flat number or street:

Continue

3 **Your Patient Access Account** In partnership with

These must match the details we hold on our clinical system, especially the details on the following screen. The email address **MUST** match the one we hold for you and it has to be unique to your account. If you have other householders using Patient Access, they must also use an email address unique to them.

The screenshot shows a registration form with the following sections:

- Your Personal Details** (with a green checkmark and an 'Edit' link):
  - Name: Mickey Mouse
  - Date of birth: 6 Feb 1963
  - Gender: Female
  - Postcode: B95 5JA
  - House number/name: 12
- Your Patient Access Account** (with a pink circle containing the number 3 and 'In partnership with NHS'):
  - Email address:** [Redacted]@btopenwor
  - Mobile number:** 07968 [Redacted]
  - Password:** [Redacted] (with a 'Show' link)
  - Instructions: "Your password must contain at least one upper-case letter, one lower-case letter and one number."
  - Terms and Conditions:  I accept the [Terms and Conditions](#)
  - Optional:  I would like to receive marketing email communications (including newsletters, occasional surveys and partner content) to enhance my experience of Patient Access
  - Button: **Register and create account**

If you have a mobile 'phone, please enter the number as this is used for the password reset process should you need to make use of it. Also ensure you tick to accept the Terms and Conditions (the other tickbox below is optional).

Your Patient Access account has been created and linked to your practice.

Please visit [Home](#) to start using online services. **Sign in**

## Welcome to Patient Access

Email or User ID

[Forgot?](#)

██████████@btopenworld.com

Password

[Forgot?](#)

●●●●●●

[Show](#)

Remember me

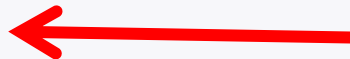
[Sign in](#)

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Don't have a Patient Access account?

[Register now](#)

[Support Centre](#)



If you need help the Support Centre has been overhauled

### Upcoming appointments

New booking



You have no upcoming appointments.

New booking

### Medication requests

New request



You have no pending requests.

New request

### Messages



Sorry, your practice does not offer this service.

### Nominated pharmacy



You do not currently have a nominated pharmacy.

Nominate pharmacy

Approved medication requests will be sent to your nominated pharmacy