How to register for an Online Patient Access account with Billesdon Surgery

Step 1.
Either go to **www.billesdonsurgery.co.uk**, click "Prescriptions" and then click on CLICK HERE to go to the Patient Access website...

Or...

Go directly to **https://patient.emisaccess.co.uk** in your internet browser.

At the Patient Access home screen, click on the green "Register" button.

Step 2.
On the next screen, click "Yes" to the question: "Have you received a registration letter from your practice?"

Enter the Account Linkage Key or PIN number, Practice OSD or Practice ID, Account ID or Access ID as written on the letter you would have received from us.

If you know your NHS number enter it in the box provided.

Click Next.

Step 3.
Enter your Surname and Date of Birth.

Enter your chosen password. The password strength indicator is a measure of how secure your password is. A "strong" password is the most secure and it is highly recommended that you create a strong one.

Click Next.

For an example of a strong password, think of a sentence or saying that means something to you and then pick the first letter of each word in that sentence/saying. Add at least one number and upper case (capital) letter. A combination of letters and numbers is harder to guess or crack with a computer program.

Example:
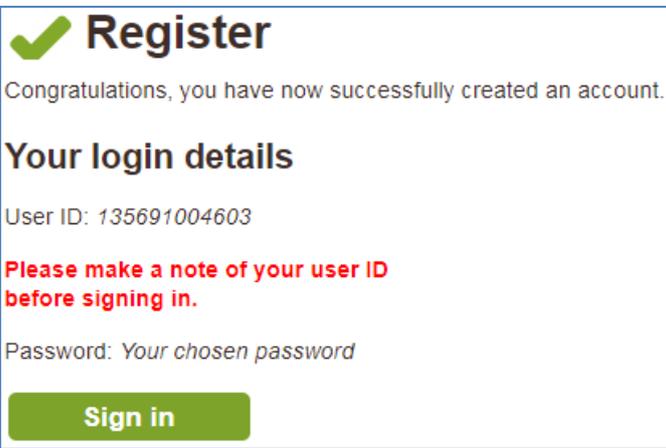**Mpntb8cL** *("My password needs to be 8 characters Long")*

Step 4.
Enter your Email address (an email address is required as you will soon need this to sign into your account). A mobile number is optional – however entering one will allow you to reset your log-in details if you ever forget them.

You'll need to choose 2 security questions and supply the answers.

You can read the Terms and Conditions by clicking on the green underscored words "terms and conditions". You must tick the box to agree to these terms in order to proceed.

Click Next.

If at any stage you get an error message to say the request could not be completed at this time please try to register again later.

If after entering your Surname and Date of Birth you get a message to say "the details you have entered do not match...", make sure you entered the correct details and that the information about you that we have on record is up to date. If in doubt please telephone reception to talk to a member of the reception team.

An **Online Patient Access Request Form** is required (along with 2 forms of ID) before we can issue you your registration letter containing your account linkage key and user ID. Forms are available in Reception, at the Dispensary hatch and on our website. If you have not received a registration letter from us after 2 weeks from handing in your request form please telephone us.
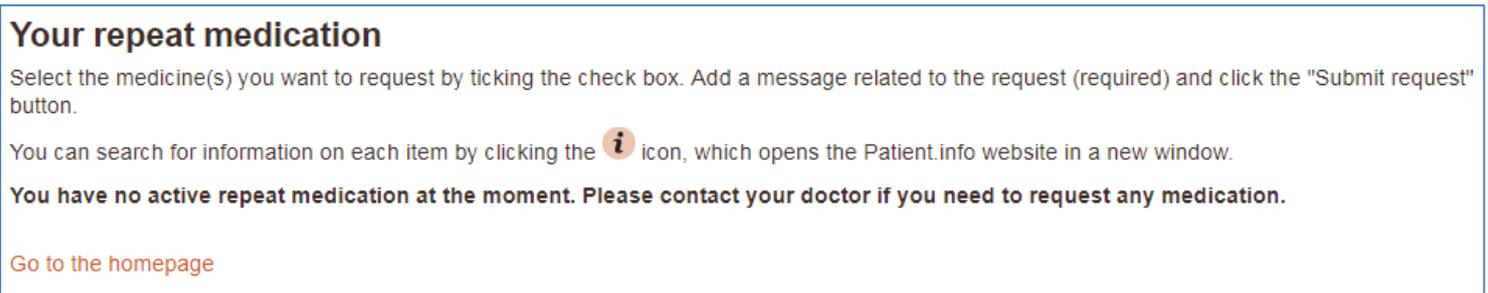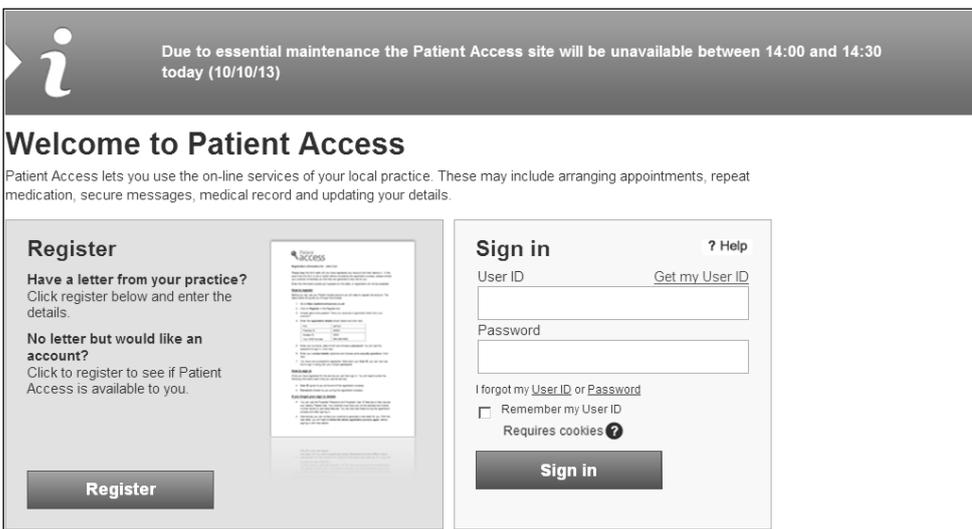

If you see the message above about having no active repeat medication when you go into the "Request a repeat prescription" page it means you have no repeat medication on your record. Please telephone the Dispensary team **between 11am and 1pm Mon-Fri**. In some circumstances you may need to book an appointment with a GP before the medication will be made available to you.

If you are unable to log into your account the Patient Access website might be undergoing maintenance, during which time you will be unable to access your account.

If the website is down for maintenance a message will appear in the green section of the Home page, as seen here.

Please try again later when the site is back up and running.

Billesdon Surgery does not run or maintain the Patient.co.uk website and Patient Access services.
If you require techinical assitance please visit the Knowledge Base by clicking on "Help" in the upper right-hand corner of the Patient Access log-in screen, or go here: http://patient.uservoice.com/knowledgebase.
You can also get techinical support by clicking on "Contact Support" on the right-hand side of the Knowledge Base page.