Important Information - Patient Online Access

We have now migrated to our new clinical system and as communicated on our website and Facebook page, as well as in both surgeries and Wadhurst and Ticehurst pharmacies, some people will have lost access to their online medical record. Affected patients will need to take the following action:

1. **Register with the NHS App**
   The NHS App provides a simple and secure way of accessing a range of NHS services. The NHS App can be downloaded onto a smartphone or tablet via the Google play or App store. The same services can also be accessed in a web browser by logging in through the NHS website.

   You will first need to set up an NHS login. You can do this via the NHS App or by visiting www.nhs.uk/nhs-services/online-services/nhs-login/. You will need:

   - Your own email address with more than 6 characters - **a shared email address that someone else has used to setup an NHS login cannot be used**.
   - A mobile phone or landline number - **your mobile phone number must match the one you have registered with your GP.**
   - Your NHS number or your full name
   - Your date of birth
   - Your postcode

   You will need to:

   - Enter your email address.
   - Create a password.
   - Enter the security code that is emailed to you.

   You will also need to set up Two-step verification by:

   - Providing a mobile phone or landline number.
   - Entering the 6 digit security code that is sent to this number.

   Once your account has been created, you will need to link it to your GP surgery account. Without linking your account you will be unable to access your health record. The NHS App provides you with the option of linking your account to the practice without having to come in to the surgery with your ID. When linking your account, you will need to prove who you are with photo ID.

You will be asked to:

- Take a photo of your ID
- Record your face using your Device
- Enter your NHS Number if you know it

2. If you have problems proving who you are on the App, we can provide you with a linkage key. Please bring your photo ID into the surgery so we can provide you with a new:

- a Linkage Key (also known as Passphrase)
- an ODS Code (also known as Organisation Code or Surgery ID)
- an Account ID