FIRECLAY HEALTH
Your Health is Our Concern

To register to use our Online Services, first return a completed application form to Reception at either site in person so we can verify your identity.

You will be given a document with registration instructions which you must use to register online. You can register with any of the online services providers listed on this document, or the new NHS App. The advice below shows how to register with Patient Access which is run by EMIS who provide our clinical system. Note that only Patient Access and the NHS App currently provide for Proxy Access (access on behalf of another patient).

Guide to registering on Patient Access

*If you already have an account with Patient Access, sign in & skip to **step 5***

1. Go to www.patientaccess.com and click on the Register button

2. Enter your personal details and Continue

3. Enter:
   - your email address – this must be unique to you, i.e. not shared with another user of Patient Access, as you will use this to sign in
   - create a password – at least 8 characters long with a mix of numbers, uppercase & lowercase letters
   - your mobile number – optional but recommended so you can use the Forgotten Password link to reset your password

4. Tick to accept Terms and Conditions then click to 'Create Account'

5. **Once logged into Patient Access**, click on 'Link Your GP Practice' from left hand menu and search for practice using term: Fireclay
   - select Fireclay Health BS5 7PH address *(even if primarily a Lodgeside patient)*

6. Answer 'Yes' to having a registration letter & enter the Linkage Key & Account key details from your letter then 'Confirm'

7. Enter your personal details to confirm your identity, confirm your password & 'Link Account'

8. If you are set up for Proxy Access, you can switch to child/cared for person's account via Linked Users in drop-down menu under your name top right

Please note that the practice cannot reset your password if forgotten and cannot usually assist with any technical issues. For technical support go to https://support.patientaccess.com and see Help materials / use Contact Support button or email support@patientaccess.com