ARLINGTON ROAD
MEDICAL PRACTICE

Patient Online Services Registration Form
for patients aged 16 years+

As an alternative to completing this form, if you have a passport or a photo driving licence, you will be eligible to apply for Online Services via the NHS app. The app is available to download from both Google play and Apple app stores.

You will be able to apply for Online Services using the app via your phone or tablet and will just need your driving licence or passport to confirm identity and will not need to complete this form or bring ID into the surgery.

If you are unable to register via the NHS App or you are a New Patient who has had the NHS App with your previous GP Practice, please complete this form and bring it to the Surgery with two forms of ID (see last page). Your Registration Token will automatically be emailed to you once we have processed your application for Online Services.

Surname																				
First name																				
Date of birth			/			/														
Address																				
Postcode																				
Email address*																				
Name of GP																				
Landline number																				
Mobile number																				

*Please note, there must be one email address per person – you cannot share another person's email address for Online Services due to confidentiality. Please keep the help sheet attached to this form as it may be helpful when you register online for Online Services once you have your token – a copy of this is available on our website.

I wish to have access to the following online services (tick all that apply):

1. Booking appointments	☐
2. Requesting repeat prescriptions	☐
3. Prospective Medical Records (full medical record going forward)	☐

Application for online access to my medical record

I wish to access my medical record online, I understand & agree with each statement (please tick)

1. I have read and understood the information provided by the Practice about Patient Online Services via the NHS App	☐
2. I will be responsible for the security of the information that I see or download	☐
3. If I choose to share my information with anyone else, this is at my own risk	☐
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	☐
5. If I see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible	☐

Signature		Date	

For practice use only

Identity verified through (tick all that apply)	Vouching ☐ Vouching with information in record ☐ Photo ID ☐ Proof of residence ☐	Name of verifier	Date
Please list ID seen	Passport ☐ Driving Licence ☐ Bank Statement ☐ Other*…please state ☐ *This identity must be from the government approved list of acceptable identity evidence.		
Authorised person			
Date account created			
Date passphrase sent			
Level of access enabled Appointment Booking ☐ Medication ordering ☐ Prospective Record Access ☐	Notes/explanation		
Added to spreadsheet: Date: Name:			

Updated March 2024

Patient Online Services how to register by verifying your ID at the Practice

The NHS App will help you take greater control of your health and wellbeing by increasing online access to health services and your medical records.

From the NHS App you can:-

- Order repeat prescriptions
- Book appointments
- View your GP Health Record
- Get reminders and messages
- Use NHS 111 online
- Find NHS services

Before you register for online access to your medical records via the NHS App, there are some things we would like you to consider:-

- Sharing your information

It's up to you whether or not you share your information with others – perhaps family member or carers. It's your choice, but also your responsibility to keep the information safe and secure.

- Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, you may wish to discuss with the Practice first the level of access you are happy with having.

- Misunderstood Information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. This may cause unnecessary anxiety.

- Abnormal results or bad news

Results and letters will only be visible on the NHS App once a doctor has seen them and commented on them, but there may be times when you see something that concerns you before the Doctor has had the opportunity to speak to you or while the Surgery is closed and you cannot contact them.

- Information about someone else

If you notice something in your record that is not about you or notice any other errors, please log out of the App and contact the Practice as soon as possible.

Opting Out of Medical Record Access
If you would like to register for the NHS App so that you can order your repeat prescription and book appointments, but would prefer not to have access to your consultations, results

and letters, please complete the opt out form on our website at
https://www.arlingtonroadsurgery.nhs.uk/prospective-record-access-opt-out-form

Suitable Forms of Identity for Verification
One form of ID should be photographic, such as a driving licence or passport, the other should confirm your name and address, such as bank statement, mortgage statement or student load account. Please see list of Government approved identify evidence below.

Acceptable Identity Evidence

Based on the requirements of GPG45, the options for presentation of documents are as follows:

- *Two pieces of Level 3 evidence*; or
- *One piece of Level 3 evidence and one piece of Level 2 evidence*

from the acceptable identity evidence listed in table 4. In either case, one piece of evidence must include a photograph.

Table 4 – acceptable identity evidence

Level 2 Identity Evidence	Level 3 Identity Evidence
- Firearm Certificate - DBS Enhanced Disclosure Certificate - HMG issued convention travel document - HMG issued stateless person document - HMG issued certificate of travel - HMG issued certificate of identity - Birth certificate - Adoption certificate - UK asylum seekers Application Registration Card (ARC) - Unsecured personal loan account (excluding pay day loans) - National 60+ bus pass - An education certificate gained from an educational institution regulated or administered by a Public Authority (e.g. GCSE, GCE, A Level, O Level) - An education certificate gained from a well recognised higher educational institution - Residential property rental or purchase agreement - Proof of age card issued under the Proof of Age Standards Scheme (without a unique reference number) - Police warrant card - Freedom pass - Marriage certificate - Fire brigade ID card - Non bank savings account - Mobile telephone contract account - Buildings insurance - Contents insurance - Vehicle insurance	- Passports that comply with ICAO 9303 (Machine Readable Travel Documents) - EEA/EU Government issued identity cards that comply with Council Regulation (EC) No 2252/2004 - Northern Ireland Voters Card - US passport card - Retail bank/credit union/building society current account - Student loan account - Bank credit account (credit card) - Non-bank credit account (including credit/store/charge cards) - Bank savings account - Buy to let mortgage account - Digital tachograph card - Armed Forces ID card - Proof of age card issued under the Proof of Age Standards Scheme (containing a unique reference number) - Secured loan account (including hire purchase) - Mortgage account - EEA/EU full driving licences that comply with European Directive 2006/126/EC

Getting started with the NHS App

Step-by-step instructions for patients

NHS App

How to register and get full use of NHS App services

Installing the app

1. Open the App Store or Google Play.

2. Search for 'NHS App'.

3. Install the app.

Registering

If you already have an NHS login account for other apps and websites you can use the same email address and password to log in.

To create an NHS login account, you must be aged 13 or over, and have an email address and phone number:

1. Enter your email address and select **Continue**.

2. Choose a password.

3. Accept the NHS login terms and conditions.

4. We will email you a security code. Enter this code in the NHS App to confirm your email address.

5. Enter your mobile phone number and select **Continue**.

6. We will send you another security code in a text message. Enter this code in the NHS App to confirm your mobile phone number.

7. If you have entered the correct codes, you can access the NHS App.

You will now have an NHS login.

🛡️ Proving who you are

You will need to prove who you are to access other services like seeing your GP health record and other personal information.

Use photo ID to prove who you are

You will need a form of photo ID such as a valid UK passport or UK driving licence.

You have two options.

Option 1 - Complete a face scan

Through the NHS App, NHS login will guide you on how to:

1. Take a photo of your ID with your mobile phone.

2. Complete an automated scan of your face using your mobile phone. This will be used to match your face with the photo ID.

3. Enter your date of birth.

4. Enter your NHS number or your name and postcode.

When you have completed these steps, your identity should be confirmed within a few hours.

Option 2 – Take a video

Through the NHS App, NHS login will guide you on how to:

1. Take a photo of your ID with your mobile phone.

2. Record a short video of your face and say 4 randomly generated numbers (you can also use British Sign Language or write the numbers down and show them in the video).

3. Enter your date of birth.

4. Enter your NHS number or your name and postcode.

When you have completed these steps, your identity should be confirmed within a few hours.

What to do if you do not have photo ID

Each GP surgery creates an online account for patients on their local computer system.

You can use the following details from that account to prove who you are:

- the ODS code of your GP surgery
- the account ID
- a linkage key or a passphrase

Your GP surgery should give these details to you in a 'PIN document'. The linkage key or passphrase will expire 2 weeks after it is printed.

When you have the PIN document, follow these steps in the NHS App:

1. Select How to prove who you are without photo ID
2. Select Yes - I use online services
3. Select Yes - I have all 3 details
4. Enter your ODS code, account ID, and linkage key or passphrase
5. Enter your full name and date of birth

Logging in to the NHS App

1. Enter your email address and select Continue.
2. Enter the password you created when you registered on the app.

Help and support - For help getting set up on the NHS App visit: www.nhs.uk/nhs-app-get-started or scan here →

To download the NHS App, scan here ←

Download on the App Store

GET IT ON Google Play