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The Allan Practice

Guides to Patient Access

How to Send a Secure Message

1. Go to: www.patientaccess.com
2. Sign in to your account using your User ID or email address and your password.
3. Once you've logged in, the bottom left box on the home screen of Patient Access is called 'Messages'.
4. Click the pink button that says 'New Message'.
5. On the right hand side of the screen is a 'contact form'. Firstly, put a subject in the 'Subject' box. Then choose who you would like to send the message to. You can send messages to any of the secretaries, your registered GP and our nursing team. Next, type your message in to the 'Message' box.
6. When you are happy with your message, click the pink 'Send Message' button.
7. This message will be sent straight to the recipient's inbox.
8. When the surgery replies, you will receive an email asking you to log in and read your reply.

If you experience any problems with your account, please contact: onlineaccess.theallanpractice@nhs.net.

Making the most out of your account:

- When you have requested a prescription, you can see the status of the prescription on the home screen of Patient Access. If the request says 'Rejected' that doesn't necessarily mean that there's a problem, but it would be worth sending a message to your doctor's secretary via the portal to make sure everything is okay.
- If you ever need a medication that you have had in the past that is not listed on your Repeat Medications, you can order these by sending a Message to your doctor's secretary.
- All of your previous Message correspondence with the Practice will be listed on the left hand side of the 'Messages' page on Patient Access for you to be able to refer to later.