

## How to use our website and online services



**Main Surgery**  
Churchfield Surgery,  
Iburndale Lane,  
Sleights,  
Whitby,  
North Yorkshire,  
YO22 5DP  
Tel: (01947) 810 466

**Branch Surgery**  
Sandsend Surgery.  
East Row,  
Sandsend,  
Whitby,  
North Yorkshire,  
YO21 3SU  
Tel: (01947) 894 948



[www.sleightsandsandsendmedicalpractice.nhs.uk](http://www.sleightsandsandsendmedicalpractice.nhs.uk)

## Our Website

[www.sleightsandsandsendmedicalpractice.nhs.uk](http://www.sleightsandsandsendmedicalpractice.nhs.uk)

You can either type this in to your address bar at the top of the page or type all or part of it into your search engine and select the website from the results. Once you have the site up it is useful to add it to your Favourites (using the Favourites menu bar) so you can find it quickly next time.

Once on the website you can access different information from the menu bars – *Welcome, opening hours, out of hours, contact/locate us and links and contacts* located at the top of the page or by the menu items listed on the left hand side of the page by clicking on them. You will find lots of information under each of the tabs.



Some of the menu items will take you into a page which then has more information as you scroll down.

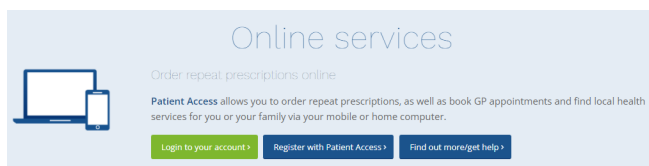
Throughout the site you will see links which will take you to other areas of the site & different sites.

Like all websites there are several ways to get to different parts of the site but remember if you 'get lost' the HOME button at the top will always take you back to the front page.

## Accessing online services

Before you can access these services you need to request pin details from the surgery and follow the information provided to register for online services.

To access the services scroll down the home page until you reach online services



## New User?

Click the register with patient Access which will take you to a new webpage.

You will then be able to click 'REGISTER' and the page will look like this:

You will then be able to use the information from the surgery to register for an account.

Remember to enter the information exactly as it appears on the form from your surgery or your registration will not be accepted.

If you forget your password you must visit the surgery and a new registration form will be issued to you. You will then have to re-register as a new user on the website.

## Already registered?

If you are already registered with the surgery and have created an account you need to sign in with your Email address or User ID, just add your password and sign in:

Once signed in you will see *Your Details, Appointments and Repeat Prescriptions*. Against each of these are links (underlined text) where you can click and access the section you require. For example clicking on *Make a request* in the repeat prescription section will take you to your items available on repeat prescription. You can then select the items required and if necessary use the message box. This message box **must only be used for queries and or comments relating to your Prescription request - DO NOT USE THIS FOR ANY MEDICAL QUESTIONS OR QUERIES**. All requests will take a standards three working days to process.

## Appointments

When booking an appointment please enter a brief reason for your appointment as it is useful for clinicians to prepare for the visit.