



**Vision Patient Services**  
**Patient User Guide**  
(NHS Lanarkshire)

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## Registering for Patient Facing Services

Before you can use the full online services offered by your GP practice you must:

**Collect your registration letter** - Request and collect a registration letter from your GP practice

**Register Online** - This creates your user profile on the website so that you can login, see **How to Register Online**

**Activate your Patient Services account** - This links your user details to your Practice and verifies the email address you are using

1. From your internet browser, go to [www.patient-services.co.uk](http://www.patient-services.co.uk)
2. From the Patient Services Welcome screen, select **Register**.
3. Providing you have received a Registration letter, select **Yes**.
4. Enter the **Practice ID** from the letter.
5. Enter both the **Patient ID** and **Registration Token** from the registration letter in the areas indicated.

The image shows a registration form with two input fields. The first field is labeled 'Patient ID' and has a handwritten note with an arrow pointing to it that says 'Enter the Patient ID from your letter here'. The second field is labeled 'Registration Token' and has a handwritten note with an arrow pointing to it that says 'Enter the Registration code from your letter here'.

6. Now complete the **Account Details** section as follows:

**Username** - Create a unique user name (min 3 characters) - This is the name you will use for logging into Patient Services

**Password** - Type a new password, this must be a minimum of 8 characters containing at least one character from three of the following four character types:

- Uppercase letter
- Lowercase letter
- A number
- A symbol

**Confirm Password** - Retype your password to confirm.

7. Complete the Account Recovery Details screen with the following details:

**First Name** (this should match the first name recorded at your GP Practice).

**Last Name** (this should match the last name recorded at your GP Practice).

**Email** - Enter your email address (this should match the address recorded at your GP Practice).

**Date Of Birth**

8. Read the **Terms & Conditions** and **Privacy Policy**, and tick the box to confirm acceptance of these conditions.
9. Select **Register** to create your Patient Services Account.

10. The email verification message is displayed.
11. Close the Patient Services screen and log into the email account for the email address you have entered.
12. Locate the Patient Services email verification email and click on the link.

You are now registered for Patient Services, can log in and use all the online services your GP surgery has enabled.

## Forgotten Username/Password

### ***Forgotten Username***

If you have forgotten your username:

From the **Log In** screen, select **Forgotten username**.

The **Account Recovery** screen is displayed and you are prompted to add your email address.

Enter the email address you gave your surgery and click **Recover username**. If your email address is used for more than one patient, e.g. your children or someone you care for, you are prompted to enter your First Name, Last Name and Date of Birth and then select **Recover username**.

An email is sent to your email address which contains your username.

### ***Forgotten Password***

If you have forgotten your password:

1. Select the **Forgotten password** link on the login screen.
2. Enter your **Username** and click **Reset password**.
3. An email is sent to your email address with a link to enable you to reset your password.
4. Select the **Password reset** link in the email and the **Account Recovery** page is displayed. Add the following to reset your password:

**New password** - Type a new password, it must contain at least 1 lower case, 1 upper case and 1 number (Max 8 characters).

**Confirm password** - Re-type the new password to confirm.

5. Select **Reset password**.
6. A Password reset successfully message is displayed.
7. Your password has now been changed, select **Login** to log into Patient Services.

## Change Email address

To change the email address used for confirmation messages and reminders:

1. Log into Patient Services using your existing username and select **My Account**.
2. Now, select **Change Email Address**.
3. The **Change Email Address** screen is displayed:
4. Complete as follows:

**Email** - Enter your new email address

**Confirm Email** - Enter your new email address a second time

**Password** - Enter your existing Patient Services password

5. Select **Update**.
6. You are prompted: *"Please verify your email address by clicking the link we have emailed to you"*
7. Check your email account and select the link in the email to verify the email address change.
8. The Patient Services Email Verification screen is displayed confirming verification.

The screenshot shows a form titled "Change Email Address" with the following text: "Changing your email address will require you to verify it before you can access any services." The form contains three input fields: "Email", "Confirm Email", and "Password". Below the fields are two buttons: "Back" and "Update". Annotations with arrows point to each field: "Enter your new email address here" points to the "Email" field, "and now here to confirm it" points to the "Confirm Email" field, and "Enter your password to confirm your identity" points to the "Password" field.

## Order repeat medication via Patient Services

To request a repeat prescription:

1. Log in to [www.patient-services.co.uk](http://www.patient-services.co.uk) in the usual way.
2. Select **My Prescriptions**
3. Under **Request New Prescriptions - Available Repeat Prescription**, tick the medications you want to order.
4. Select **Request** .
5. The **Confirm Your Request** screen is displayed.
6. Check the items you have ordered and add a message if required (max 1000 characters) and if enabled by your surgery. Please be aware, messages added to a request may be viewed by non-clinical staff.
7. Select **Confirm** to send your request to your GP Practice.
8. Once the request successful message is displayed, select **Sign Out** to exit Patient Services.

Please contact your GP practice if you cannot order the repeat prescription you need.

## Order other medication via Patient Services

To request other medications, i.e. medication that is not on repeat or maybe repeats that have expired:

Note - This option is only available if your surgery has enabled it.

1. Log in to your Patient Services account in the usual way.
2. Select **My Prescriptions**
3. Tick **I'd like to request an expired repeat prescription or another medication.**
4. Enter your request:
5. Select **Request** to submit your request.
6. The **Confirm Your Request** screen is displayed, and includes details of your request, select **Confirm** to confirm your request.

## Booking an Appointment via Patient Services

Log in to [www.patient-services.co.uk](http://www.patient-services.co.uk) in the usual way.

1. Select **My Appointments**, and the Appointment screen is displayed showing any appointments you already have booked.
2. To book a new appointment, click **+ Add New Appointment**.
3. The **Appointments Search Filter** screen is displayed, to fine tune the appointments displayed, select your preferences.
4. The slots matching your request are displayed. If there are no appointments available a '**Why are there no Appointments?**' link is displayed, this links to Appointments help and advises you to contact your surgery.
5. Select **Book** against the appointment you require.
6. The **Confirm your booking** screen is displayed. Check the details carefully, if your surgery has enabled the facility, you can enter a **Reason for the appointment** if you require. If the appointment you are booking is a Travel Clinic appointment, select the country you are visiting.
7. Select **Confirm** to book the appointment.
8. The **Appointment Booked Successfully** screen is displayed along with your appointment details.
9. (Optional) Select **Save to Calendar** to save the details to your electronic calendar.
10. (Optional) Select **Print** to print your appointment details

## Support

*Online video tutorials are available to assist you with registering, requesting medication and booking appointments. You can access from the help screen on the patient services website or link below:*

[http://help.visionhealth.co.uk/Patient\\_Services\\_-\\_Patient\\_Help\\_Centre/v1.7/Content/Home.htm](http://help.visionhealth.co.uk/Patient_Services_-_Patient_Help_Centre/v1.7/Content/Home.htm)