

The Beggarwood Surgery

Broadmere Road

Beggarwood

Basingstoke

RG22 4AQ

Telephone: 01256 396500

E-mail: NHCCG.BeggarwoodSurgery@nhs.net

Website: www.beggarwoodsurgery.co.uk

PATIENT UPDATE – NHS APP AND ONLINE ACCESS AT BEGGARWOOD SURGERY VIA PATIENT ACCESS AND OTHER WEBSITES FROM 1/2/22.

We would like to apologise to our patients for problems experienced when accessing the NHS App and Online Access services since Beggarwood Surgery became a branch surgery of Camrose, Gillies and Hackwood Partnership (CGH). The medical records system at Beggarwood Surgery (EMIS) merged with the medical records system at CGH (also EMIS). We wish to clarify that the problems have not been caused by either Surgery, but by problems with the software behind these services, which is not managed by the Surgeries.

NHS APP

We were advised that access to the NHS App would be a simple transfer. Unfortunately, this has proved to not be the case and we escalated the matter to the National Customer Service Team, NHS App and NHS Login.

Patients who originally registered on the NHS App **without** the need to contact Beggarwood Surgery for account details (i.e. they successfully passed the security stages using ID and their NHS number), should find that the NHS App automatically connects again to the Surgery. Please note that the Surgery name is now CGH on the NHS App. Beggarwood Surgery continues as a Surgery, but is now a branch site of CGH. The Surgery's organisation identification on EMIS (its "ODS" Code) is now the CGH ODS Code J82069, as the medical systems are merged.

Patients who originally had to obtain account details (i.e. Linkage Key, ODS Code and Account ID) from Beggarwood Surgery to register on the NHS App will need to obtain these details again to continue to access the NHS App. This is because the ODS Code has changed and is no longer the code for Beggarwood Surgery. The NHS App is asking for this information again as part of a security check. This is to ensure your access is secure. New account details can be obtained by contacting Beggarwood Surgery via telephone or email. New account details can be sent to you via text link or email.

ONLINE ACCESS VIA PATIENT ACCESS

As the medical systems are merged, new account details are required for patients using Patient Access. This was previously notified to patients prior to the merge.

However there have been issues with connecting to the service and this has been escalated to EMIS. When trying to connect to Patient Access there have been problems finding the Beggarwood Surgery when searching for the practice. Some patients have received a message stating that Patient Access is not available at Beggarwood Surgery. Others have found 3 options for the 3 CGH sites, none of which connect to Beggarwood. Some patients have received a message stating that the Beggarwood Surgery is closed. None of these scenarios are correct.

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The problem has been that the ODS code on the link to Beggarwood Surgery has not been changed to the ODS Code for CGH, to identify Beggarwood as a branch site. Patient Access has continued to try to connect to the old ODS code for Beggarwood, which is no longer valid, hence the “closed” or “unavailable” message. EMIS will rectify the error and we are told it will update within 48 hours, by which time the link to Beggarwood Surgery will work.

As the ODS code has changed, all patients who previously registered for Patient Access with Beggarwood Surgery will require new account details from Beggarwood Surgery. New account details (Linkage Key, ODS Code and Account ID) can be obtained by contacting Beggarwood Surgery via telephone or email. New account details can be sent to you via text link or email.

If you cannot wait for the code error to be updated and need to use Patient Access urgently, please use the option “click here” which is near the “practice search” field on Patient Access. This bypasses the “practice search” option and takes you directly to an option to enter your online access account details.

ORDERING PRESCRIPTIONS

If you need to order prescriptions online but cannot do so through the NHS App or Patient Access, please visit our website www.beggarwoodsurgery.co.uk and click on the “prescriptions” link. You will be able to order prescriptions this way while EMIS work to address the Patient Access issue.

Thank you for your patience.

Beggarwood Surgery