

heathbridge⁺

PRACTICE

125 Upper Richmond Road, London SW15 2TL
Tel: 020 8246 4070 | Fax: 020 8789 8568

1. You will need to obtain a registration letter from the practice that has your PIN, Practice ID, Access ID & NHS number which you will need to activate the service. This is a document that allows you to register for the online appointments service. You need to contact the practice in person with photographic ID (due to confidentiality, we only give these out in person). This applies also to all ages unless under 13 years-old.
2. Once you have your letter, go to <https://patient.emisaccess.co.uk/>. On the website that opens up, press the green button that says REGISTER.



3. If you have your registration information to hand click YES. Follow the instructions and fill out the forms presented to you by the website (see reference image below). You should also have a pen & paper handy to note down your login information in the next few steps.

A screenshot of the Patient Access website's registration form. The form is titled 'Register' and has a progress bar at the top. It asks 'Have you received a registration letter from your practice?' with 'Yes' selected. Below this, it says 'Please enter the following details as printed on your registration letter.' and lists four required fields: PIN, Practice ID, Access ID, and NHS Number. Each field has a red asterisk and a text input box. A 'Next' button is at the bottom right. A legend at the bottom indicates that the red asterisk indicates a required field.

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4. Once you have entered your information, you will be given a User ID and will have to choose a password. From this step onwards, you should always use your User ID & chosen password to logon to the appointment system.



The image shows a 'Sign in' form for Heathbridge Practice. The form has a yellow background and a green border. At the top left is the title 'Sign in' and at the top right is a link '? Help'. Below the title are two input fields: 'User ID' and 'Password'. To the right of the 'User ID' field is a link 'Get my User ID'. Below the 'Password' field is a link 'I forgot my User ID or Password'. Below these links is a checkbox labeled 'Remember my User ID'. Below the checkbox is the text 'Requires cookies' followed by a question mark icon. At the bottom of the form is a red button with the text 'Sign in'.

5. Login using your Id and Password. You will see an option to 'book appointment'. If there are no online appointments left, you will get a message informing you that there is nothing available at the moment. Please note that the surgery adds new appointments 4-6 weeks ahead in advance.
6. You don't need to come back to this page every time you wish to book an appointment. You can go directly to this page at: patient.emisaccess.co.uk to book appointments.