

## Getting set up as a proxy

*Last Updated : 21-Aug-2023*

A proxy being set up on Patient Access is currently dependent on the relative or person you wish to act on behalf of being at a GP practice using certain clinical software (EMIS Web). The practice will be able to confirm availability of this service.

Your proxy user account will be unique to you and is for your use only. Your proxy account should not be shared with others.

### If you use Patient Access already

If you are an existing Patient Access user with your account linked to your GP practice and you are at the same practice as the relative or person in your care that you wish to act on behalf, your practice will set up access.

Once the practice set up access, the relative or person you wish to act on behalf of will automatically display inside your account.

You will be able to find the relative or person in your Patient Access account on desktop by selecting your name at the top of the screen, then **Linked Users > Switch**.

**On IOS and Android apps**, you can find the relative or person under **More > Switch user**. This brings up the names of any relative or person linked to your account.

### If you've not used Patient Access before

If you have never used Patient Access and you are at the same practice as the relative or person in your care that you wish to act on behalf, your practice will create you as a proxy with a simple online services account.

After your practice has verified any necessary identification (ID), they will then provide you with a registration letter. You can then create your proxy account with those details, following the instructions on-screen in Patient Access.

Once you have logged into your proxy account, you will see any **relatives or people** that your practice has set up on your dashboard as a button.

You can view **your** own account details by clicking on your name, top right of the screen on desktop browsers.

**On Android and IOS apps**, you can find the relative or person under **More > Switch user**. This brings up the names of any relative or person linked to your account.

Support Centre Frederick Kay

FK Frederick Kay  
View Profile

Your Practice

Linked Users

Previously linked accounts are not shown. Please contact your practice if you need details of these.

PG Patrick Green  
70 years old [Switch](#)

Sign Out

### Linked Users

Search by name

To continue please select one of the linked users below:

PG Patrick Green  
70 years old

## If your relative or the person you wish to act on behalf is at a different Practice

If your relative or the person that you wish to act on behalf of is registered at a different GP practice to yours, you can ask their GP practice to set you up as a proxy. You do not need to be registered with a GP practice yourself to do this.

Once their GP practice has provided you with a document detailing the linkage information in your name, not the patients, you can add the relative or person by clicking on My Account in your own Patient Access account and following the steps on-screen in Patient Access:

### 1. Click on **Link a person at another GP practice.**

#### Link a GP practice or person

[Link a person at another GP practice](#)

### 2. Enter the account details you have been provided:

- A Linkage key or Passphrase or PIN
- ODS Code or Practice ID
- Account ID or Access ID

Then, click **Confirm Details**

## Proxy: Link another patient to your account

Please enter the account details you have been provided to link a patient. These details will be on the registration letter provided by the Patient's GP practice. As a Proxy, please be aware that you will be acting on the behalf of another patient when you switch to their account within Patient Access.

Linkage key or Passphrase or PIN

ODS Code or Practice ID

Account ID or Access ID

Confirm details

3. Once you have confirmed, you will be asked to enter your Patient Access password to verify your account:

## Your account details verification

Please enter your Patient Access password to verify your account before we link the patient.

Password



Confirm details

4. Once you have successfully completed this you will then be shown a notification stating that 'The patient has been linked successfully'. You can then click **OK** to view the newly linked relative or person.

## Points to note

Please note that:

- If you are a proxy who is **not linked to your own practice** you will need to enter your **own date of birth, family name** followed by **your account password**.
- If you are a proxy who **is linked to their own practice** will need to enter only **your account password**.

## Proxy: Link another patient to your account

Please enter the account details you have been provided to link a patient. These details will be on the registration letter provided by the Patient's GP practice. As a Proxy, please be aware that you will be acting on the behalf of another patient when you switch to their account within Patient Access.

**Linkage key or Passphrase or PIN**

Enter linkage key here

**ODS Code or Practice ID**

Enter ODS code here

**Account ID or Access ID**

Enter Account ID here

**Confirm details**

### Still having a problem?

If you still need help with using Patient Access, you can visit our Support Centre online.

If you want to discuss medical issues, please contact your practice