

ELY BRIDGE SURGERY

My Health Online

My Health Online is an NHS Wales service which enables you to order repeat prescriptions and book appointments (when available) online.

Information on this service is available on <https://nwis.nhs.wales/myhealthonline/>

If you would like to register, please follow the following steps

1. Create your account (see next page for details on how to do this)
2. Complete the enclosed registration form and bring this to the practice with some photo ID
3. Please complete the form as clearly as possible especially as some email addresses have extra characters etc which could be mistaken
4. A member of staff will check the ID and then pass the form for internal processing
5. Your details including email address and mobile phone number will be updated on your health record, and the account you have set up will be enabled.

Please note: Until we have verified your account having seen your ID documents your online account will not be fully set up, and you will not be able to request prescriptions for instance

Using My Health Online

We cannot reply to you via MHOL, so although we will be able to see comments that you have added to your requests we will not be able to contact you via this method.

For instance, if you are requesting a prescription early because you are going on holidays, please write this in the comments, but we cannot update your account to say whether or not this early request has been accepted. You can contact the surgery in the normal way if you want to check before you attend the surgery to collect

Prescriptions

These still need 2 full working days for us to process once we have received your request

Appointments

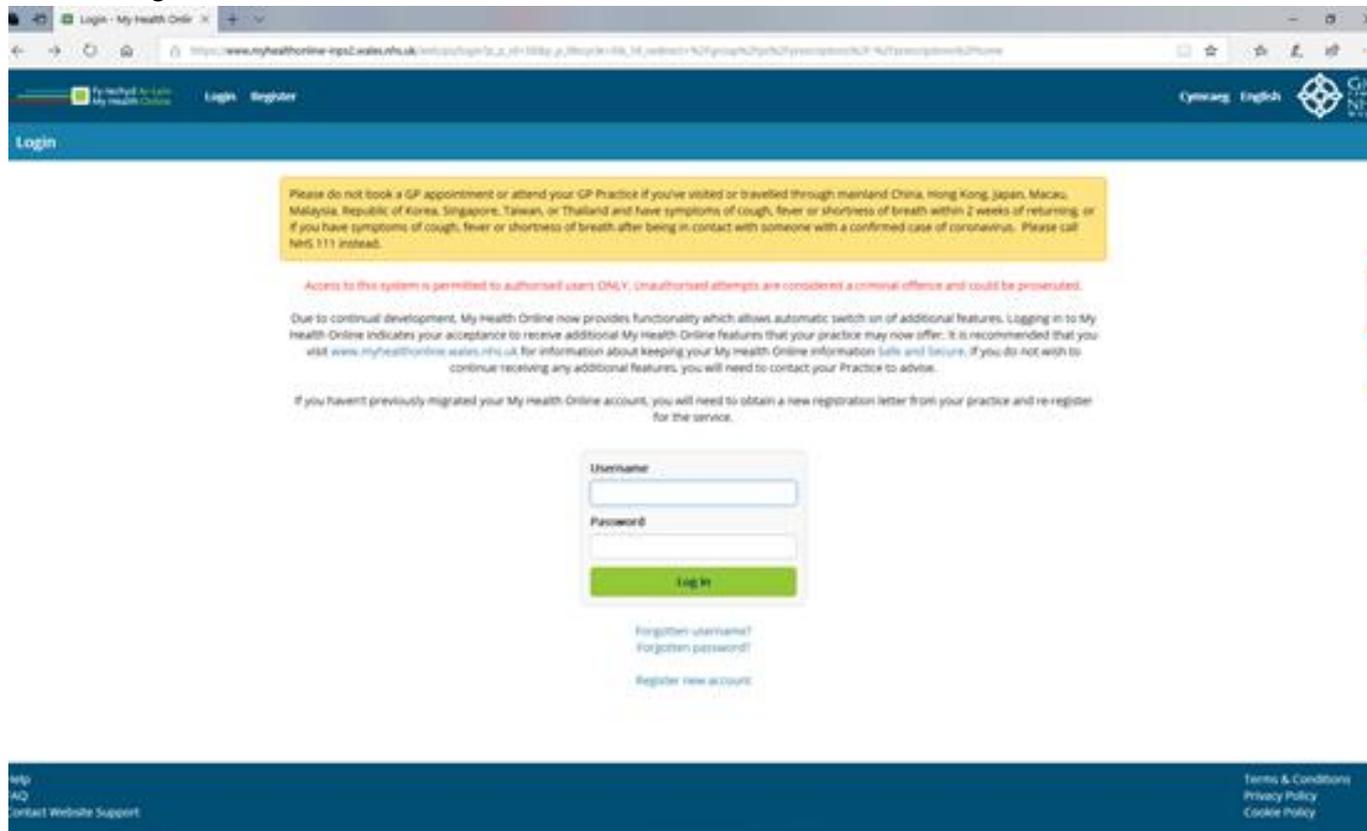
Please enter a reason for the appointment in the comments box for the doctor. This is so that you could be redirected to a more appropriate health care professional. If the reason is not entered we may not accept your online appointment booking

Self-Registering for My Health Online

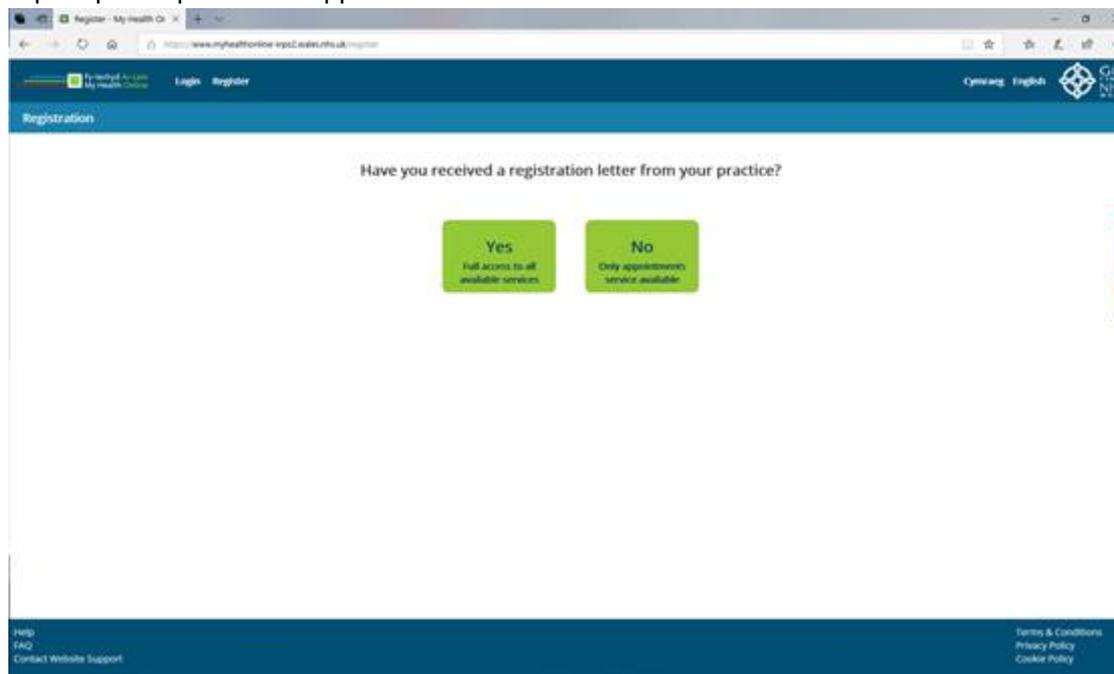
It is easier to set your account up first and then bring your documents to the practice.
Below are instructions on how to do this

Please go to <https://www.myhealthonline-inps2.wales.nhs.uk>

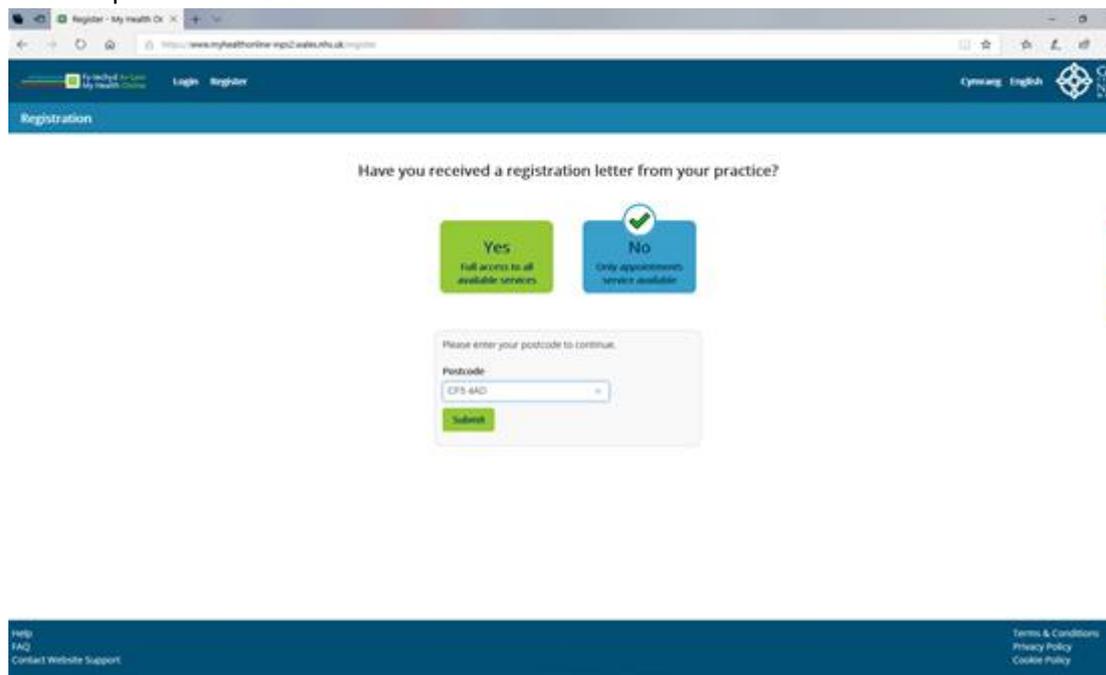
Click on “Register a new account” towards the bottom of the screen



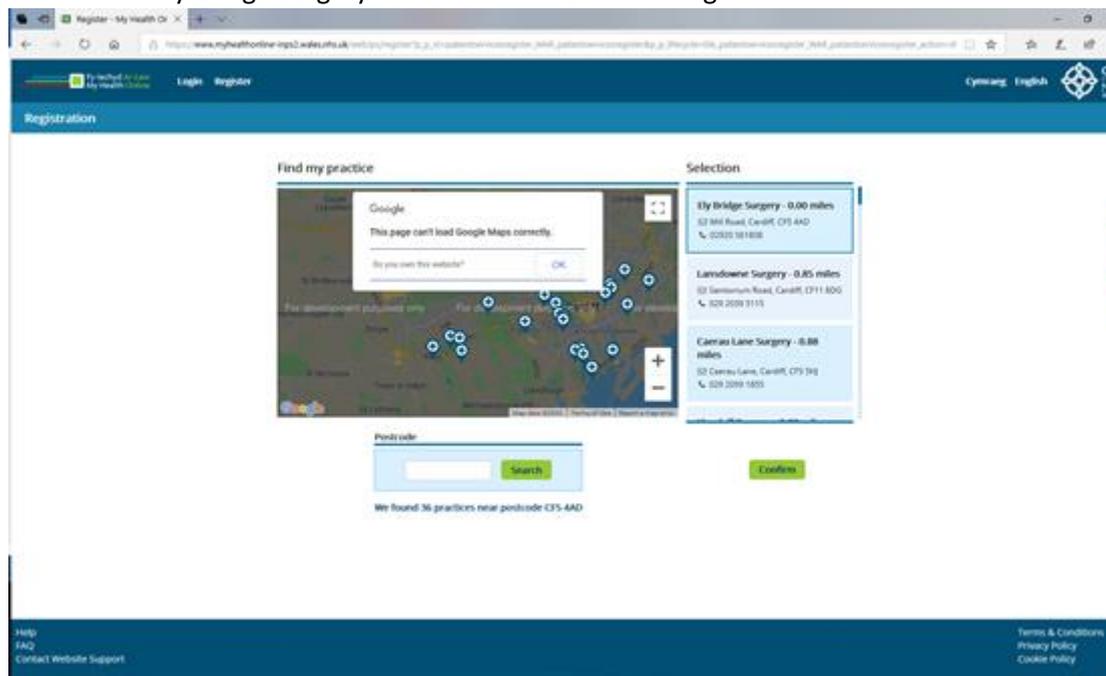
At the next screen click “No Only appointments service available”. This means that you may book one appointment before your account is verified with ID at the practice. Once we have verified your account you will have access to repeat prescriptions and appointments



You are then asked for your Post Code. This will give you practices close to your home so that you can find the one you are registered at. You may find it quicker to enter the practice postcode (CF5 4AD) as then Ely Bridge Surgery will be at the top of the list and easier to find



Then select Ely Bridge Surgery from the selection on the right hand side of the screen and click on confirm



Then follow the instructions to create an account. You will need to create a user name and password.

Please note

Your name date of birth and postcode must exactly match that on your patient record

You cannot register more than one patient or family member with the same email address. Each person must have their own.

There are special rules about registering on behalf of someone else, your child for example. Please ask for details if you wish to do this