

PrimaryCare:24 

How to access our online services

Hightown Village Surgery



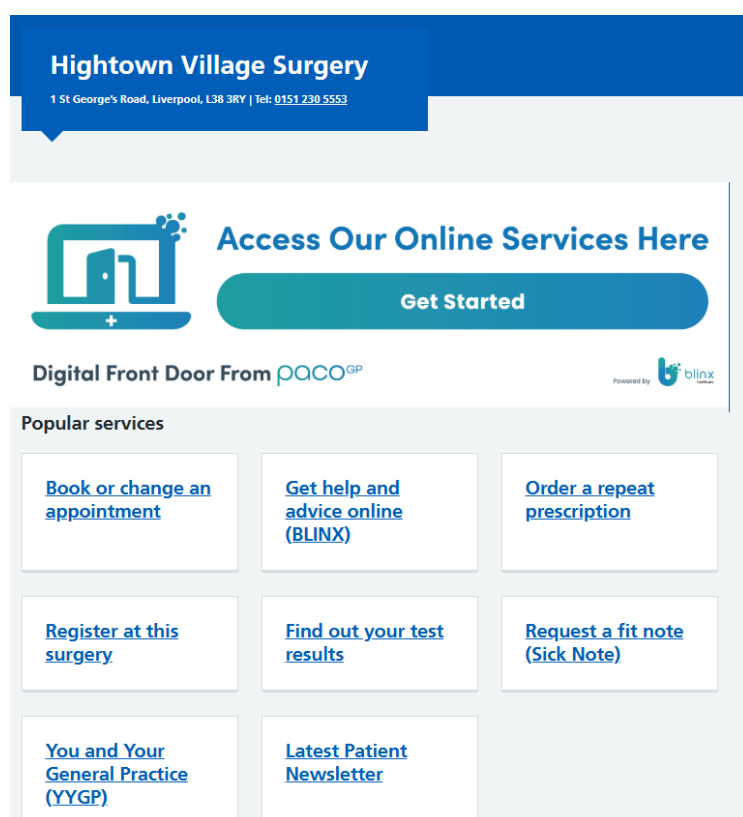


Please follow the steps below to access online services for your GP Practice.

You will need your **date of birth** and **NHS number** to use these services.

You can find your NHS number in the NHS app, or you can ask your GP practice reception for details. You will also need access to the email account that you have registered with the GP practice.

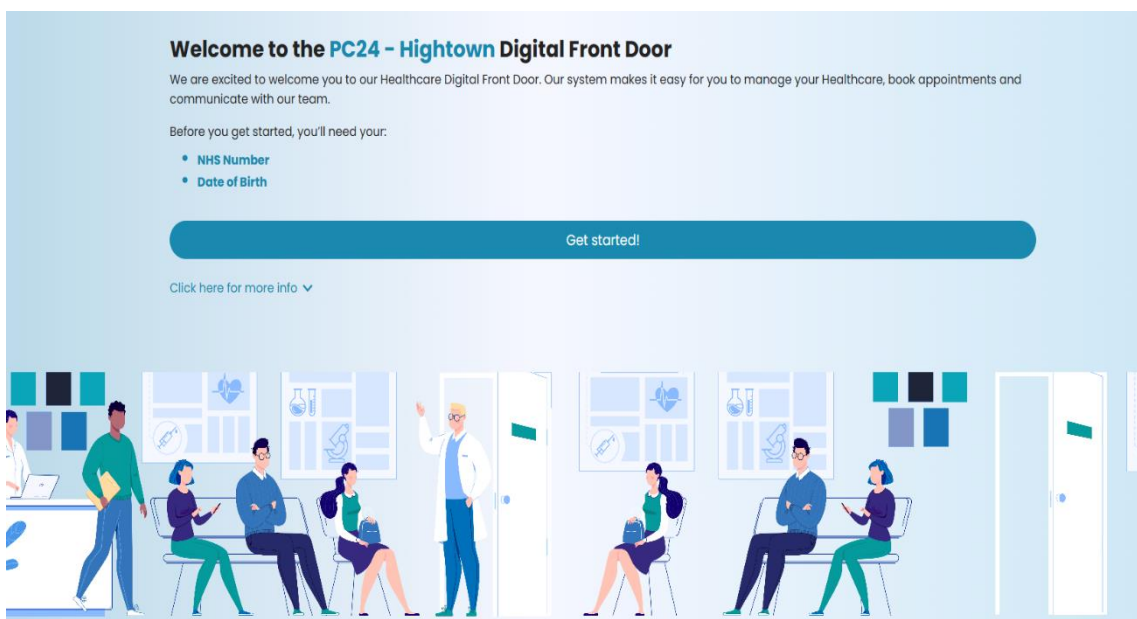
1. Visit this website: <https://www.hightownvillagegp.nhs.uk/>
2. When you reach the website, you will see this screen:



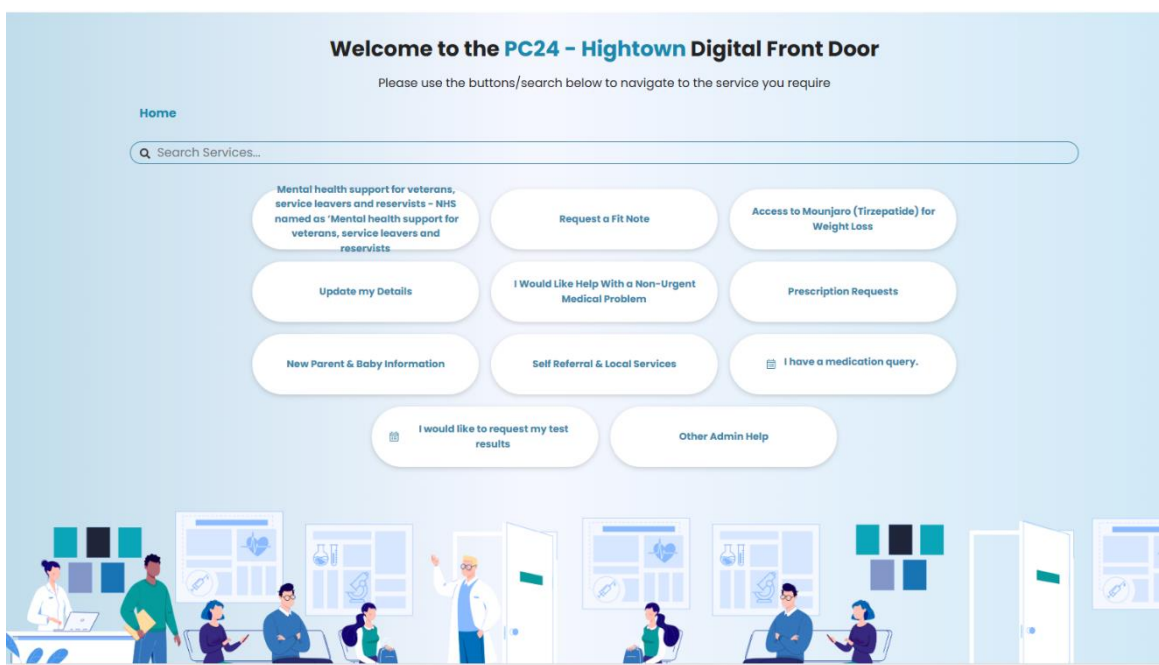
You can either click the **Get Started** button underneath the Access Our Online Services Here or you can click the **Get help and advice online (BLINX)** link.



3. You will then be taken to this page. Please ensure that you have your date of birth and NHS number available. Click the **Get Started** button.



4. It will then take you to a screen that shows several different options.



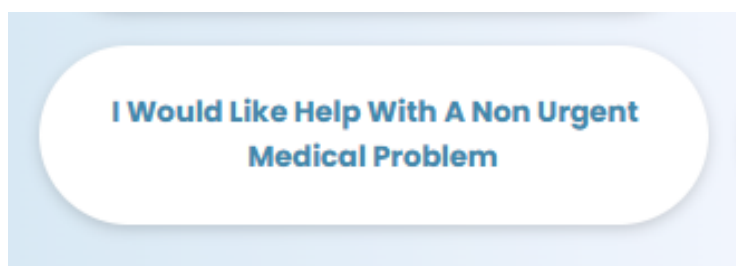


Those options either provide information or help you to access our services. The options include:

- Request a fit note
- Access to Mounjaro
- Update my Details
- I would like help with a non-urgent medical problem
- Prescription Requests
- New Parent and Baby Information
- Self-Referral and Local Services.

Please select the one that is most appropriate to you.

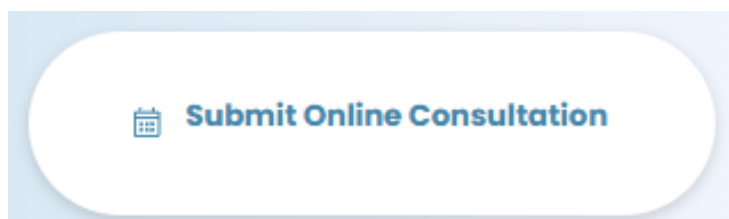
To contact the practice regarding a non-urgent medical problem, click the **I Would Like Help With A Non Urgent Medical Problem** button:



5. This will then take you to several different options. These include:

- Submit Online Consultation
- Alder Hey Symptom Checker
- Can I be treated at a Pharmacy?
- I have a dental problem

To contact your GP practice, click the **Submit Online Consultation** button:





6. You will then be taken to this screen:

Submit Online Consultation
[Home](#) | [I Would Like Help With A Non Urgent Medical Problem](#)

Patient Details

Please enter your NHS Number and Date of Birth so we can retrieve your details.

If you are completing on behalf of someone else (e.g. a child), please enter their details instead.

NHS Number

[Can't remember your NHS Number? Click here](#)

And

Date of Birth (DD/MM/YYYY)

[Click here for more info](#) ▼

[Send Secure Link](#)

[Back](#)

Please enter your NHS number and date of birth into the field and click **Send Secure Link**.

This will then send a secure link to the email address that you have registered with your GP practice. Click the link in your email to complete the form and provide the information needed for your appointment or to request assistance from your practice.

Primary Care 24

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