

# THE CHISLEHURST PARTNERSHIP

[www.thechislehurstpartnership.co.uk](http://www.thechislehurstpartnership.co.uk)

42 High Street  
Chislehurst  
BR7 5AQ

11 Red Hill  
Chislehurst  
BR7 6DB

Dr Elizabeth Brander  
Dr Michael Choong  
Dr Vijitha Jegatheeswaran  
Dr Meena Kharade  
Dr Sophie Mitchell

Dr Andrew Parson  
Dr Nicola Pascall  
Dr Supriya Roy  
Dr Viral Tanna  
Dr Maxim Yau

Tel: 0208 295 2464

Tel: 0208 468 7779

## Advice for Patients re-connecting to the NHS App and Online Services

We very much appreciate your patience while we are merging our systems. The NHS App is now available to use, and this is our preferred method for our patients gaining access NHS online services.

### NHS APP

The method of reconnection will depend on how you registered when you first used the account.

#### 1. Patients who have previously used the NHS App and originally confirmed their identity using photo ID.

You should be able to log into your account as usual. The App will ask you to select your GP surgery. Please search and select The Chislehurst Partnership. Your App should then work normally.

#### 2. Patients who have previously used the NHS App and originally confirmed their identity using a linkage key obtained from the surgery.

Please open your NHS APP. At the top left hand corner click the three dots "" with the word 'more' underneath.

Select Account and Settings.

Select Manage NHS Account. Scroll to the bottom of the page, select Login Details.

Scroll to the bottom of the page and select Delete My NHS account.

Re-register verifying your details with photo ID.

When asked for your GP Surgery, search and select The Chislehurst Partnership.

### What to do if you are unsure how you confirmed your identity

Try to sign into the app as usual. If you are not asked to confirm your GP Surgery, then this suggests you have not used photo ID. Therefore, please follow number 2. Above.

If you have any difficulty in following these instruction, then please contact the NHS App help desk who are aware of our merger and are ready to support you. [nhsapp@nhs.net](mailto:nhsapp@nhs.net). PLEASE DO NOT CONTACT THE SURGERY. We do not have the capacity to assist every patient and your query will be dealt with more quickly by the NHS App helpdesk.

**If you are unable to confirm your identity using photo ID, or wish to continue using Patient Access, then please bear with us while we identify the best way for you to regain access. We will be back in touch shortly with details of how we can assist you.**