

I'm not a robot



Practice assist login

Prescriptions The majority of prescriptions and medication can be processed by Practice Assist without involving the practice. We advise patients to follow normal practice processes for requesting repeat prescriptions. Any urgent medications or newly generated scripts can be issued via the Electronic Prescribing Service (EPS) direct to pharmacies. Where practices do not have EPS installed, we can arrange prescriptions to be sent to pharmacies or to the practice for collection. We adhere to all national guidance around safe and appropriate prescribing and we work with individual practices to understand local variations. Home visits If required, home visits are conducted by practice GPs. Home visit requests are processed by practice staff, so if Practice Assist GPs feel a home visit is necessary, the practice team are notified. We do not promise any home visits and leave this decision to the discretion of the practice GPs. Language barriers Patients with language barriers are usually booked in for a direct, face-to-face appointment or a telephone appointment with Language Line (interpreter services) for a practice GP to assess. They might also nominate someone to speak for them and specifically request a telephone appointment in order to benefit from the system. Complex patients and/or those requiring continuity of care Through regular audits we have identified certain patients and conditions that would most benefit from being booked for a direct, face-to-face appointment rather than a telephone appointment, such as children under the age of two years. This results in a more efficient service for the practice. We will also enable continuity of care by adding and responding to specific alerts in patient notes, which can be added by practice staff, enabling patients to bypass our Hub telephone system if needed. Patients have the option of opting out of our service if they wish, but very few do as they value the improved ease of access. Data security and information governance We have a very secure information governance agreement in place that both Practice Plus Group and the practice sign. This agreement complies with both Caldicott Guidelines and the Data Protection Act and we take active steps to ensure no breaches of data security should ever occur. Urgent calls Urgent calls are taken seriously and any patient thought to be in danger will be booked in to speak with a practice GP immediately. We have a secure process for flagging any 'urgent' calls, in which we train the practice teams. We also encourage frequent communication between our Hub and the practice and we have weekly calls to ensure clinical safety. On average, one call in every 200 to a practice is of a truly urgent nature. Radiology Gastroenterology Laboratory Tests Simplify your workflow with our Provider Portal—your go-to platform for managing patient referrals, scheduling procedures, and staying updated in real-time. Easily request eligibility and pre-certs, track claims, and access payment details all in one place. A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Patient Access connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health services for you or your family via your mobile or home computer.Sign in with ease using your NHS login.