How to create an AskMyGP account

To create an AskMyGP account yourself, you will need to have an e-mail address that you can use to login to the system.

Unfortunately, you cannot use one e-mail address for two accounts so partners will need separate e-mail addresses. In addition, it is a good idea to be able to access your e-mail from your smartphone as the doctor may e-mail their response to you.

If you don't have an e-mail address, or you don't have the internet to access your request, it will still be put through the AskMyGP system, but you will have to call us or submit a request at front desk. A clinician will then contact you during the day to either offer you advice, or to ask you to come in.

Please only contact us on days when you are able to come in if necessary, as the aim of this new system is to deal with all requests submitted the same day so you don't have to wait to get the help you need. Please let reception know if you don't have an e-mail address or internet access so that they can create the appropriate account for you.

If you want to see your usual GP, please check when they are working and submit your request on that day.

To create an account yourself on AskMyGP, please follow the instructions below.

1. Go to our website: https://www.buttercrosshc.nhs.uk/index.aspx
2. Once you are on the Homepage of our website, click on the 'AskMyGP' logo. This will take you through to the AskMyGP page.

3. Once you are on the AskMyGP page, click on the 'Consult your GP' button – this button will take you through to a page which asks you to either login or sign up.
4. On the next page, click on the 'Sign up as a new user' button.

5. On the sign up page fill in the details and make sure to tick the two boxes at the bottom (the 'Remember Me' button will save your details so that your computer will login automatically for you the next time that you visit AskMyGP). When creating a password, the five grey boxes will light up, the more of them that light up, the stronger your password is. It is ideal to have the strongest password possible (usually this will have a mixture or capitalised and non-capitalised letters, numbers, and punctuation marks) but I believe that as long as the password lights up at least 2 or 3 boxes then it will accept it as a valid password.

Sign up to askmyGP

You can do it here and now. Your email address may be used only once.

First Name(s)

[   ]

Surname

[   ]

Email

[name@example.com   ]

Phone number

[   ]

Alternative Phone number

[   ]

Postcode

[   ]

Password

▬▬▬ ▬▬▬▬ ▬▬▬ ▬▬▬▬ ▬▬▬

[   ] | show

☐ Remember Me

☐ Please accept The end-user licence agreement

[**Confirm**]

We may email you concerning your personal requests. We may process your personal data, which may be shared in anonymised form for research purposes. We do not email patients for marketing purposes or pass your personal details to third parties.

6. Once you have filled out your details, please click the 'Confirm' button. This will then take you to the next screen which allows you to create a new request. If you don't want to create a new request at this time, please click either the 'Home' button or the 'Logout' button in the top right of the screen.

That completes the sign-up process. If you are still having trouble with creating an account after following this guide then please either call us on 01458 272473 or email us at somccg.buttercrossadmin@nhs.net and we can do our best to solve any issues that you're having.

We hope you find our new system easy to use and that you get the help you need quicker than before. Please leave feedback for us after you have made a request to let us know what you think.

AskMyGP and Patient Access: What's the difference?

AskMyGP and Patient Access are two separate systems and each serves a different purpose. We understand that from the patient's point of view they can appear to be related.

AskMyGP: This is a system that we use to receive appointment requests from patients. This system allows our doctors and advanced nurse practitioners to triage appointment requests and deal with all requests on the same day as they are submitted.

Patient Access: Patient Access is created by a different provider and we use it to receive medication requests from patients. You are also able to view your medical record online.