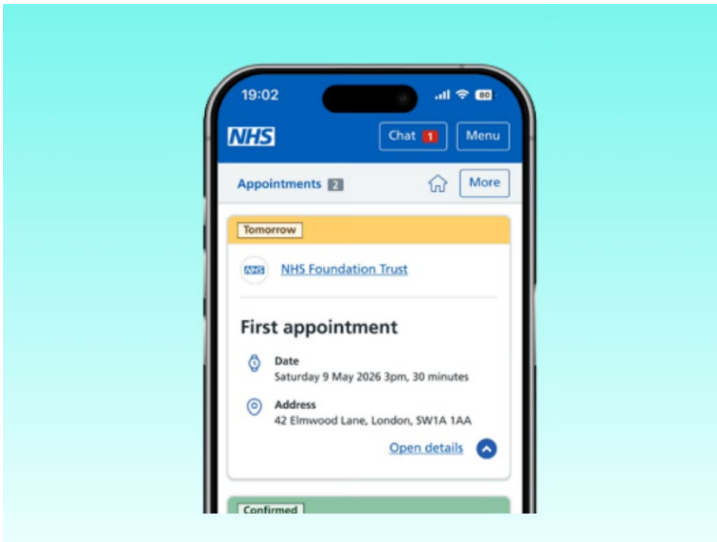




Buckinghamshire Adult Eating Disorders Service

Patient user guide for the EBO Patient Engagement Portal (PEP)

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What is the Patient Engagement Portal (PEP)?

The Patient Engagement Portal is a safe online portal where you can manage parts of your healthcare and easily view your appointments and visit details in one place.

You can use it on your mobile phone, tablet, or computer.

The portal allows you to:

- Check your appointment date, time and location
- Ask simple questions about your appointment, for example how to get there

How to use the Intelligent Patient Engagement Portal (PEP)

Getting into the Portal

Step 1

Open the link sent to you by the Buckinghamshire Adult Eating Disorder Service. This will come as a link to a website in either a:

- SMS Text message
- Email
- QR code or web address on your letter or a poster

Step 2

Click the 'continue to the NHS login' button.

This will take you to the login page for your NHS Account.

This is the same username and password that you use to access the NHS App and other NHS related Apps and solutions.

Sign in using **NHS Login**. You will need to enter:

- Your email
- A password
- A code sent to your phone

 This keeps your health information safe.

If you do not have an NHS Login yet, you will need to register by clicking the 'Create NHS account' button.

The system will guide you to create a new account. You will only need to do this once.

-  You can find more information on how to register with the NHS login here <https://www.nhs.uk/nhs-services/nhs-login/>
-  If you have any difficulties speak to the Buckinghamshire Adult Eating Disorders Service on: 01865 901091 and they will direct you.

What you can do in the Portal

Check your appointments

You can:

- See your upcoming appointments
- Ask questions relating to your appointment, for example 'How do I get there?'

How to use the Chat Helper/Virtual Assistant

The portal has a chat helper, you can ask questions and it will guide you.

You can:

- Click on answers
- Type your response

If you need help

If you cannot complete something in the portal or would like to give feedback on the Portal:

Contact the Buckinghamshire Adult Eating Disorder Service by telephone on 01865 901091 or by emailing
BucksEatingDisorderService@oxfordhealth.nhs.uk

They will help you.

Important

- ❗ Keep your login details safe
- ❗ Do not share your account with other people
- ❗ Always sign out if using a shared computer

Accessibility

An accessible version of this leaflet can be found on our website: www.oxfordhealth.nhs.uk/leaflets

Get in touch

Address Oxford Health NHS Foundation Trust
Trust Headquarters
Littlemore Mental Health Centre
Sandford Road, Oxford OX4 4XN

Phone 01865 901 000

Email enquiries@oxfordhealth.nhs.uk

Website www.oxfordhealth.nhs.uk

Feedback

Our Patient Advice and Liaison Service (PALS) provides advice and support to patients, families, and carers, helping to resolve any problems, concerns, or complaints you may have.

Phone 0800 328 7971

Email PALS@oxfordhealth.nhs.uk

Become a member of our foundation trust: [**www.ohftnhs.uk/membership**](http://www.ohftnhs.uk/membership)

Support Oxford Health Charity, making a difference to patients, their families and staff who care for them: [**www.oxfordhealth.charity**](http://www.oxfordhealth.charity)