

Laurel Bank Surgery

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18th May 2026

Dear Patient,

Following the recent merger of our clinical systems, a number of patients have found that their online services accounts have been removed from our system. This has happened as part of the technical migration process.

We are very sorry for the inconvenience this has caused. Unfortunately, this issue is not within the practice's control.

To ensure you can continue to access online services reliably, we are encouraging all patients to use the **NHS App** and not Patient Access.

It provides the widest range of NHS services and is the most stable and supported platform following the system merge.

Through the NHS App you can:

- Order repeat prescriptions
- View your GP medical record, including test results
- Book and manage appointments
- View your NHS number
- Manage your pharmacy nomination
- Access NHS 111 online, symptom checkers, and trusted health advice
- Record your organ donation decision
- Manage your NHS data-sharing preferences

Most patients can register using their smartphone without needing any codes from the practice. Simply download the NHS App from the App Store or Google Play and follow the on-screen steps to create or sign in with your NHS login.

Anyone that cannot access their Patient Access account but wishes to do so and not use the NHS App, is likely to need to complete a full registration including an ID check.

Kind regards,



Dr Richard Henney
Senior Partner
Laurel Bank Surgery



Mr Edward Rigby MBA MIGPM
Managing Partner
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