

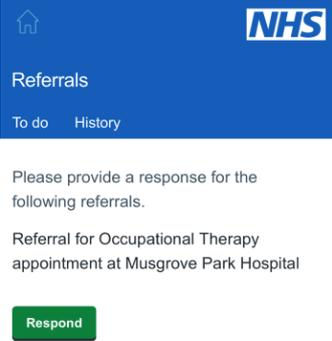
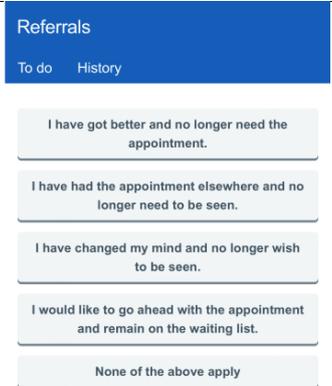
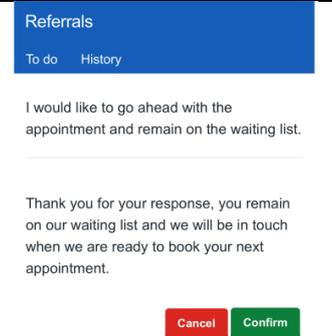
How do I access Patient Hub?

You can log in to Patient Hub any time you need to, using [this link](#)

At first, you are likely to access Patient Hub following a prompt from us, asking you to do so. In the Patient Hub first phase, this will be us asking you to confirm if you still want to go ahead with your appointment.

Please note that the screenshots below are examples, and you may see slightly different options on Patient Hub.

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| <p>Step 1 - You will receive a text message and/or email letting you know that you have a new notification concerning an outstanding referral. This message will contain a link to use to log in to Patient Hub.</p> | |
| <p>Step 2 – You will be asked to provide your mobile number and the date of birth for the patient. This will be your own date of birth, unless you are receiving this on behalf of someone you are parent/carer for who would have been named in the text message in Step 1.</p> | |
| <p>Step 3 – You will receive a 6 digit code to the mobile number or email address you are logging in with, which you will need to enter before clicking 'Login'.</p> | |

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| <p>Step 4 – You will enter the Patient Hub home page, so you will need to click on the ‘Referrals’ button. At this time, there will be no further information in any other section.</p> |  <p>The screenshot shows the NHS Somerset NHS Foundation Trust logo at the top. Below it is a 'Welcome' message. There are four main navigation buttons: 'Referrals' (highlighted with a red box), 'Appointments', 'Letters', and 'Messages'. Each button has a corresponding icon: an hourglass for Referrals, a calendar for Appointments, an envelope for Letters, and a speech bubble for Messages.</p> |
| <p>Step 5 – You will see the specialty/specialties which we believe you are awaiting an appointment with listed. You can respond for each of them, by clicking the 'Respond' button.</p> |  <p>The screenshot shows the 'Referrals' page with a blue header containing a home icon and the NHS logo. Below the header are 'To do' and 'History' tabs. The main content area says 'Please provide a response for the following referrals.' and lists a 'Referral for Occupational Therapy appointment at Musgrove Park Hospital'. A green 'Respond' button is visible at the bottom of the referral card.</p> |
| <p>Step 6 – You will then be presented with a choice of five responses. Select the one which best fits for you; if you are unsure why you have been contacted or which appointment we are asking about, please select the ‘None of the above apply’ option.</p> |  <p>The screenshot shows the 'Referrals' page with the 'To do' tab selected. It displays five response options in light blue boxes: 'I have got better and no longer need the appointment.', 'I have had the appointment elsewhere and no longer need to be seen.', 'I have changed my mind and no longer wish to be seen.', 'I would like to go ahead with the appointment and remain on the waiting list.', and 'None of the above apply'.</p> |
| <p>Step 7 – To ensure we receive your instructions, please click on the ‘Confirm’ button once you are happy that the response shown on your screen is as you intended.</p> |  <p>The screenshot shows the 'Referrals' page with the 'To do' tab selected. It displays the selected response: 'I would like to go ahead with the appointment and remain on the waiting list.' Below this, there is a thank you message: 'Thank you for your response, you remain on our waiting list and we will be in touch when we are ready to book your next appointment.' At the bottom, there are two buttons: a red 'Cancel' button and a green 'Confirm' button.</p> |