

## Introducing Our New Patient Portal

The practice has started to use a new clinical system called **Abtrace**, which includes access to a **Patient Portal**.

This will give you a safe and convenient way to manage your healthcare online, at a time that suits you.

### What is Abtrace?

Abtrace is a new NHS-approved clinical system that helps us manage patient care more efficiently. As part of this change, patients will have access to an online **Patient Portal**.

#### What you need to know

We are starting to use Abtrace to send invites to patients for health checks and annual reviews.

Patients may start to receive text messages from **GPSURGERY**.

This message will include a secure link to your patient portal.

#### How to access your information

1. Click the link in the text message
2. Enter your **date of birth**
3. You will then be able to
  - Self-book appointments that you have been invited for
  - View any monitoring or screening that you are due for
  - Complete questionnaires related to your health that are pending

#### Why we are making this change

This helps us to:

- Contact you more quickly
- Make it easier for you to manage your care
- Improve access to appointments and reviews

#### Keeping your information safe

- Messages will always come from **GPSURGERY**
- You will only be asked for your **date of birth**
- We will **never ask for bank details, passwords, or sensitive information**

**Need help or prefer not to use online services?**

Using the Patient Portal is **optional**. Our reception and clinical teams will continue to support patients by phone and in person as usual.

If you need help with online access or have any questions, please contact the practice.

Thank you for your patience as we introduce Abtrace and improve the way we deliver our services.

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