Digital Inclusion Pack

South DAA Dementia Ribble DAA Action Alliance

GP SERVICES

MY GP

You can order your prescriptions on line if you have an app on your phone called "myGP" Check your practice supports this app.

To first set yourself up on the app so you can order repeat prescriptions easily and quickly in the future, go to your practice and ask for your "NHS Online Credentials" and take with you ID and proof of address, and tell them you would like to access their on line services.

The app looks like this:



You will receive in order to set it up:

- Linkage Key
- Account ID and ODS Code.

If you have already used the codes before with Patient Access, you can re-use them with myGP.

Use this box below to keep any codes and details you wish to from your GP.



You will need to set up a password to get onto the app each time.

Use this box below to help you remember your password for the future:



Requesting a repeat prescription.

After selecting **My Prescriptions** from the homepage of **myGP**, you will need to enter the codes you received above.

The ODS code (mentioned above) will already be filled in for you.

If you do not see this screen, that means your practice does not provide prescription ordering via myGP.

You will, however, be linked to the online service that does provide this from myGP if you select the Launch GP's Online System button.

Booking an appointment.

After selecting "book appointment" from the homepage of myGP, you may need to enter the codes you have received, but from then onwards follow the instructions on the app on your phone to book an appointment.

If your practice hasn't made any appointments available on line you may need to call them directly.

On the myGP app on the home screen there are other pieces of information such as health marketplace, useful links, and even medication reminders.

8:30	•		
TUE WED	Browse		all 🗖
Thursday, 19 Septem	тни 19 nber 2019	^{FRI} 20	sat 21
Dr Jane Smith All day GP			
Dr Shiv Sharma All day GP			11:00
Dr Jane Smith All day GP			11:00
Dr Shiv Sharma All day GP		1:	2:00
Friday, 20 September 2019		12:	00
Dr Jane Smith All day GP			
Dr Shiv Sharma All day GP		08:00	
		08:00	
Select This Appoint	ment		
		1	

Notes:

NHS SERVICES

Using the NHS website

Visit the website - **www.nhs.uk** or Type in 'NHS' in your search Engine.Your search engine might be Google or Safari?

This will be the screen you should see.



From here you can find all the information you need regarding current health issues, Covid 19 Data & much more!

At the top where is says "search" you can type in what you are looking for or what you want to know and then click on the search button which looks like a magnifying glass. For example you might type in "high temperature" and then click on search.

If you stay on the front page and move down the page you will see more information. For example information on Covid 19. You can click on any of the green/white arrows.



From the website, you can also find information in about downloading the NHS App. This means putting the NHS app on your phone or your tablet.

This is a really useful way of accessing everything from the website on your smart phone or tablet by just clicking on or touching the NHS app and it goes straight to it.

You can also find services and contacts for various departments throughout the NHS including your nearest pharmacy & GP!

••• • • < >	<i>m</i> 0	🔒 www.nhs.uk	٢		⊕ û + ©
	NHS App				
	The NHS App lets you book GP appointr access a range of other healthcare service	nents, order repeat prescrip tes.	otions and		
	Find out more about the NHS	Арр			
	NHS services				
	Find the service you need and book app	ointments online.			
	Find a pharmacy	> Find you	ır nearest A&E	>	
	Find a dentist	> Find oth	er urgent care services	>	
	Find a GP	>			
	Find other NHS services				
L	If you need help new but it	s not on omorgonal			

ONLINE BANKING

Online banking is also known as internet banking

Your accounts are shown on the homepage, with your balance, available funds and lots more features:

- Notifications of anything that needs your attention, such as a new message in your inbox
- If you're registered for Cashback Extras, see a summary of the cashback you have earned
- Quick access to more products and services you may be interested in

You can:

- Transfer money between accounts or pay people or companies you have paid before.
- Get help and manage your personal details from wherever you are on the site.
- Use 'More actions' for simple access to your account features, such as payments, standing orders, Direct Debits and more.

Online System button.

Getting Started

For security reasons, the registration process often involves a few steps. These might include:

- Visiting your local bank branch,
- Having a password posted to you, and
- In some cases, being given a small security device you'll need to log on.

The bank will help you to first get onto online or internet banking and for the future you will have a username and a password.

Visit a bank's website and then register for an online account.

Use this box below to help you remember your username and passwords, perhaps a hint or tip?

Notes:

South DAA Dementia Ribble DAA Action Alliance

I. Go to your bank's website.

Whenever you want to access your account, all you have to do is open your web browser and visit your bank's website. (For example www.halifax.co.uk)

2. Sign in.

Enter your online banking username/email address and password on the text field provided and click the "Sign In" or "Log In" button.

NEVER give any of your details such as your username or password to anyone who is not close to you or has permission from you to help you.

3. Account overview.

Wait for the site to open your account. You should be able to see all your account details like available balances, recent transactions and pending payments.

4. Payments and Transfers

To make a payment, choose which account you want to transfer from and select the 'make payment option'. Follow the instructions to confirm how much money you want to transfer, and the account/ person you want to send money too.

For any other information, most Online Banking will have a help section, where you can browse different options to get help with whatever it is you need.





Important things to remember:

- DONT reply to emails claiming to be from your bank that ask for personal details or passwords.
- Always remember to LOG OUT of your online banking session.
- Only use secure wi-fi connections to access your bank account. If you notice anything strange on your account, or you accidentally make a payment to the wrong account, get in touch with your bank as soon as possible.

ONLINE SHOPPING

Online shopping is also known as internet shopping

Almost all large Supermarkets now give you the option to order your groceries online! This is a safe & easy way of getting your groceries delivered from the comfort of your home. For example we are using the Tesco Online Shopping.

To start this, type in to your Google or Chrome or Safari - **www.tesco.com.** You will need your email address and think of a password, plus a card to pay for it.



I. Registration

You must register and create an account, to do this click on the "Sign in" or "Register" link in the top right of the page.

Once you have created an account you can start to shop!

se we care		Tesco Homepage S	end Feedback 🖙 Privacy & Cookies I
Existing customers		No online account yet?	
Sign in here	* Required fields	Register with Te	SCO *Require
Email address		Email address *	jessying@gmail.com
Password *		Password *	(Between 8 and 15 characters long)
	Sign in >	Confirm password *	•••••
Forgotten your password?			Register

2. Book a delivery slot

First click on **Groceries** then Shop Groceries in the top Left Corner. This will lead you to pick a date & time slot for your delivery.

Choose between Home Delivery or Click & Collect.

26 from	To: Home, LN1	10PF					Chang	e addres:
		03 DE	C - 09 DEC		10 DEC - 16 DE	c	17 DEC - 2	23 DEC
Home Delivery I'd like to have my groceries delivered		WED 3	THU 4	FRI 5	SAT 6	SUN 7	MON 8	TUE 9
-	08:00 - 09:00		£3.00	£5.00	£6.00		£4.00	£3.00
FREE	09:00 - 10:00		£3.00	£5.00	£6.00		£4.00	£3.00
	10:00 - 11:00		£3.00	£5.00	£6.00	£6.00	£4.00	£3.00
I'd like to collect my groceries from the store	11:00 - 12:00		£2.00	£4.00	£5.00	£5.00	£3.00	£2.00
	12:00 - 13:00		£2.00	£4.00	£5.00	£5.00	£3.00	£2.00
	13:00 - 14:00			£3.00	£4.00	£4.00	£2.00	£1.00

South DAA Dementia Ribble DAA Action Alliance

3. Start Shopping

Once you have selected a time, you can go ahead and start shopping

You can search for specific items using the "Search Bar" or you can browse what the store has to offer using the "Menu" on the left. This includes fresh food, bakery, frozen food & many more!

Once you have found an item, click "Add". This will automatically add the item to your "Online Basket. If you require more than I of an item, change the "Quantity number" to however many you need.





· · · · · · · · · · · · · · · · · · ·	
Name on card	
Card number	
Expiry date MM / YY	
Security code What's this?	
Your billing address Choose address	
85 Clerkenwell Road, London, ECIR SAR	~
Add new address	
Save this card	
Confirm payment	
A	

4. Check Out

Once you have completed your check out list, always remember to review it in case of any mistakes! Check the quantities of each item are correct. You can then Proceed to Check Out

Enter your payment details and select the 'confirm payment' button. Some Supermarkets may charge you for 'Pre Authorization Fee'. You should also receive an email confirming your booking.

5. Payment

Enter your payment details and select the 'confirm payment' button. Some Supermarkets may charge you for 'Pre Authorization Fee'.

You should also receive an email confirming your booking.

ONLINE COUNCIL SERVICES

Accessing Online Council Services South Ribble Borough Council's website

There are a number of Council Services you can access on line. You can make payments, find out about bin collection dates, order a new bin, report a problem or issues, get some benefit support, find out about planning or housing.



I. Enter website addess Double click onto your Google, or Chrome or Safari and type into the search bar www.southribble.gov.uk



2. My account

Once on the council Wesbite, please click 'My Account' which is in the top right-hand corner.



3. Other online services

Select 'Use our other online services'



4. Register

You will need to create and account, this can be done by clicking 'Register' in the top right

	<u>Register Login</u>
	Accessibility My Account Contact Us
	Residents Business About the council
Register here for your myso	outhribble account
Please enter your email and a password to register for mys please activate by following link in the email, then navigate	outhribble account. On submission you will receive an activation email to our login page to create your profile.
Email *	
Password *	
Confirm Password *	
K Canol	✓ Robert
Contact us	s Accessibility Cookies Privacy policy

5. Enter details

The image below will appear, you will need to fill in all 3 boxes as shown, once complete click submit.



7. Click the link

Go into your emails and look for the email from southribble. This email will appear in your inbox, click on the blue link.

C - I		D	C*1								
Sei	r Ser	ve Prot	lle								
Please 1	ske the tim	ie to update your j	profile								
Basic de	tails Ac	ddress details	Contact	details	Overvi	ew					
0 +	ow we	use your in	forma	ation							
Their	formation	gathered on this f	form is u	sed to:							
• er	able you to	securely log into	your my	southrib	ble accou	nt and Sout	h Ribble	Borough	Council to pos	tively identify	you
fn	m another	user a details in forms	that was	choore		deg vou tig	e and ir				
			,								
roua	e able to c	nange tris inform	ation via	your se	raccoun	at any time					
🏝 Yo	ur detai	ils									
Tist. *											
The	<u> </u>			-		(n				
Mrs	Ms	Miss Mr	Dr	Clir	Rev	Bishop					
First na	me*										
Last na	me										

9. Complete your profile

You will be required to enter some personal details when you first log in, shown below.



6. Verify by email

You will then be required to verify your email; the box below will appear on the screen.

× 🖸		<u>Register Login</u>
	Accessibility	My Account Contact Us
	Residents Bus	iness About the council
Self-service home Forms		
学 Your account has been activated, you ca	now <u>login</u> .	
South Ribble	Contact us Accessibility Cookies Privac ©2021 - South Ribble Borough Council	y policy

8. Login

This page will appear once the link above has been selected. You will now be able to log in with the email address and password you have just set up, here.

Accessibility My Account Contact Us
Residents Business About the council
Self-service home Forms MV:Requests
Welcome to South Ribble Borough Council self-service
Your online account gives you access to our services at any time.
Coronavirus
Coronavirus advice for residents and businesses in the South Ribble Borough Council can be found http://www.advice.com/advice.c
Please also subscribe to our residents' newsletter for the latest news and updates on our response to the coronavirus outbreak.
Top services
Pay your Council Tax Apply for Jobs at the Council Council tax - charge of address
Benefits - new applications South Ribble Together Local Restrictions Support Grant
Local Restrictions Grant (Open) Additional Restrictions Grant (ARG) Garden waste subscription
To view and comment on planning applications please use our Public Access site instead.
Contactus My accounts All other forms

10. Access Services

You will then be able to access self-serve.

South DAA Dementia Ribble DAA Action Alliance USEFUL PHONE NUMBERS

Here are some useful phone numbers and some website addresses which may help you to get help or ask about services available to you.

The Alzheimer's Society 01772 788700

The Alzheimer's Society Dementia Connect Support Line 0333 150 3456 (24 hours)

Age UK Lancashire 0300 303 1234

Age Concern 01772 620876

nCompass North West (Carer's Service) 0345 688 7113

Lancashire Fire and Rescue Service 0800 169 1125

Preston Care and Repair 01772 204096

Department of Work and Pensions (re benefit help) 01772 473880

Age Concerns Access to Benefits Team 01772 552886

Safer Trader Scheme https://safetrader.org.uk/

Trading Standards https://www.lancashire.gov.uk/business/trading-standards/

For details on the "Herbert Protocol" – which is a form that carers, family or friends of a vulnerable person can fill in. It contains a list of information to help the police if the person goes missing **https://lancashire.police.uk/herbertprotocol**