

# Digital Inclusion Pack



# 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.

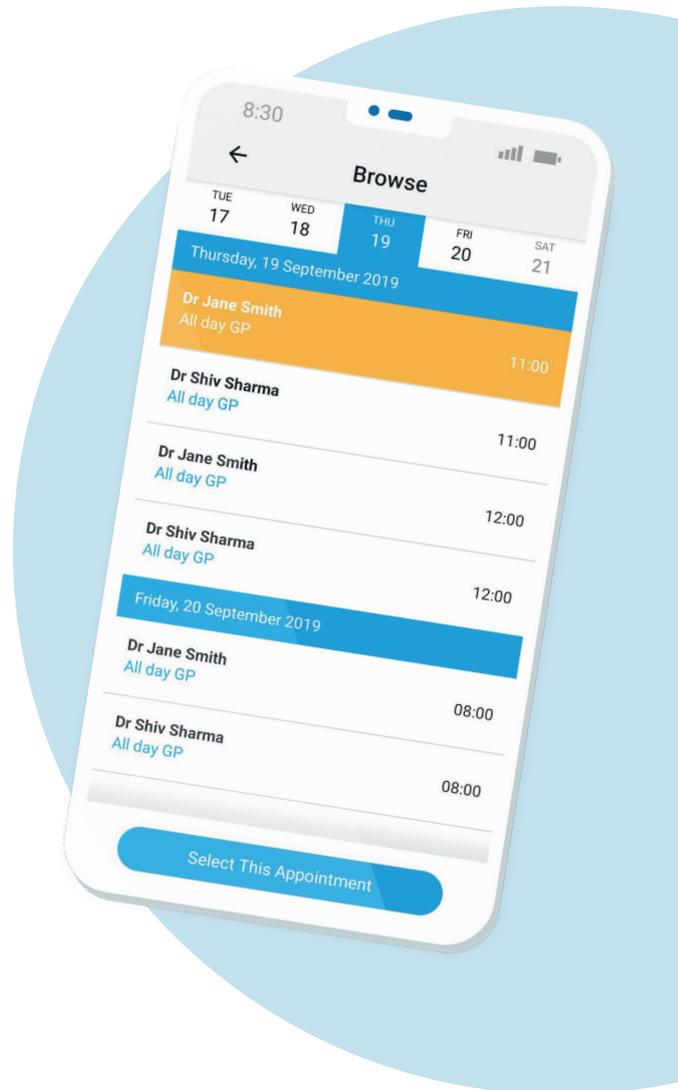
## Booking an appointment.

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.

### Notes:

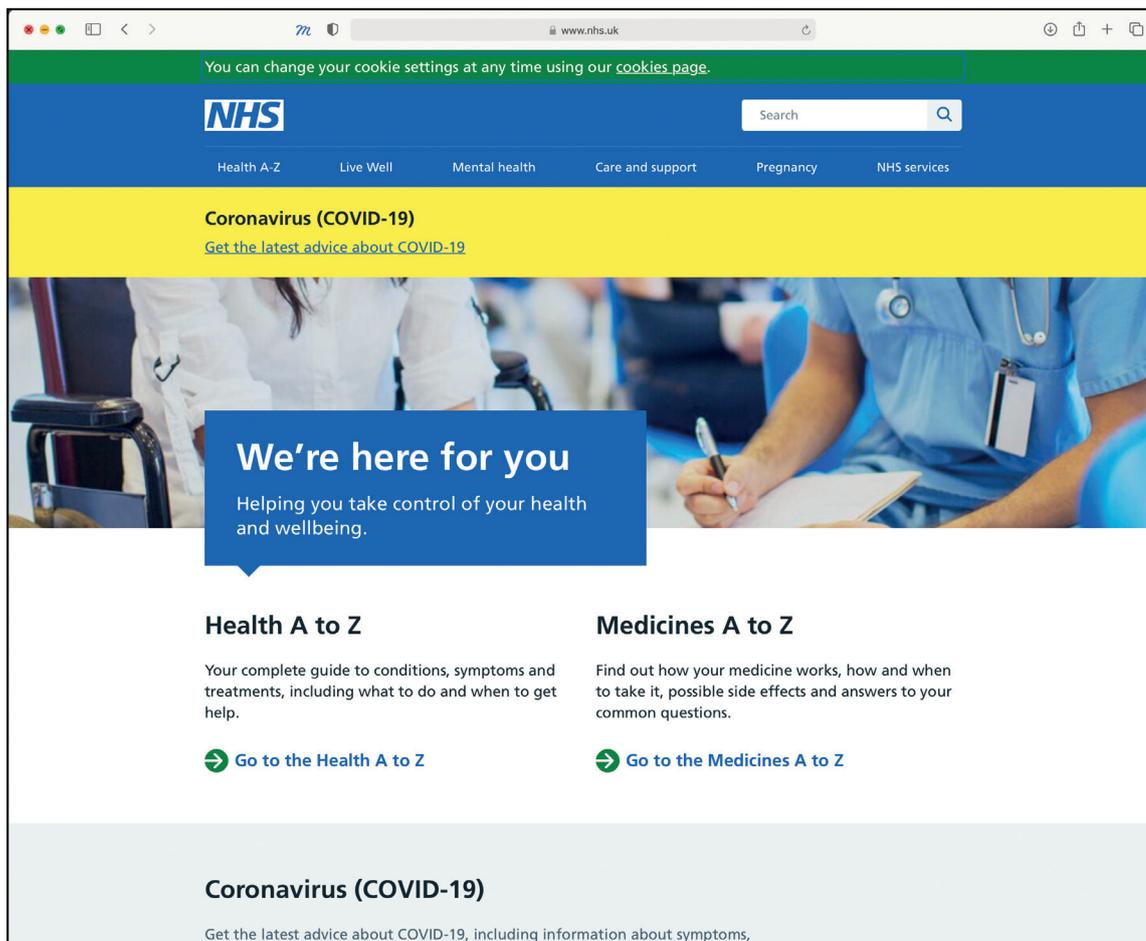


# NHS SERVICES

## Using the NHS website

Visit the website - [www.nhs.uk](http://www.nhs.uk) or Type in 'NHS' in your search Engine. Your search engine might be Google or Safari?

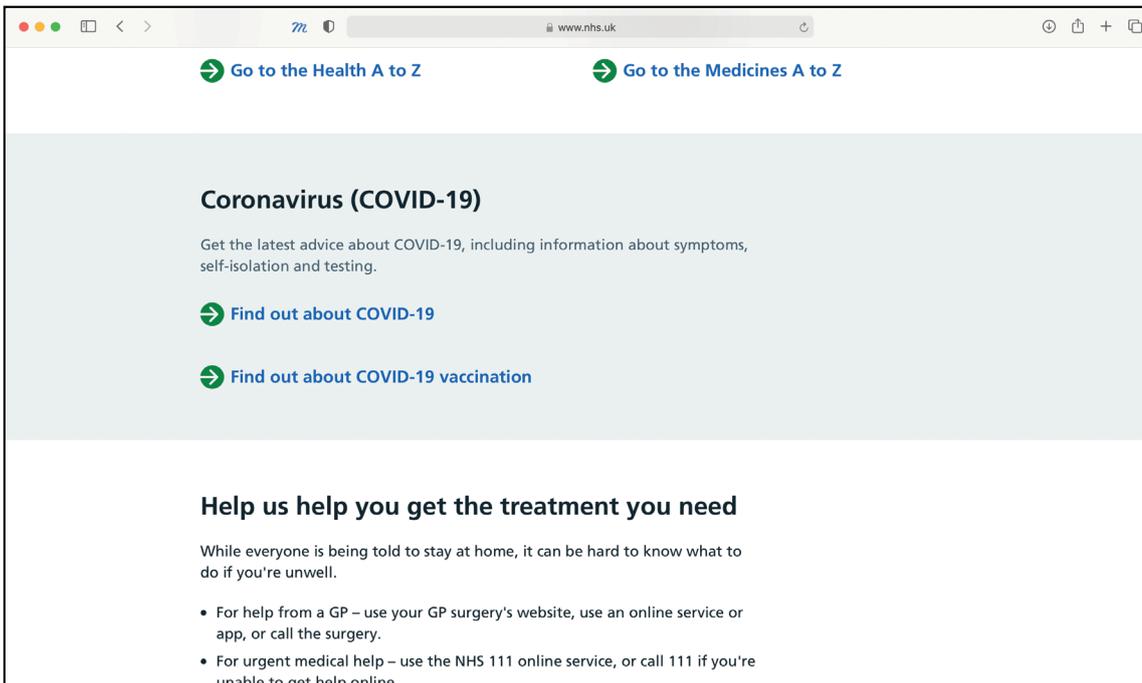
This will be the screen you should see.



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

At the top where it 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.

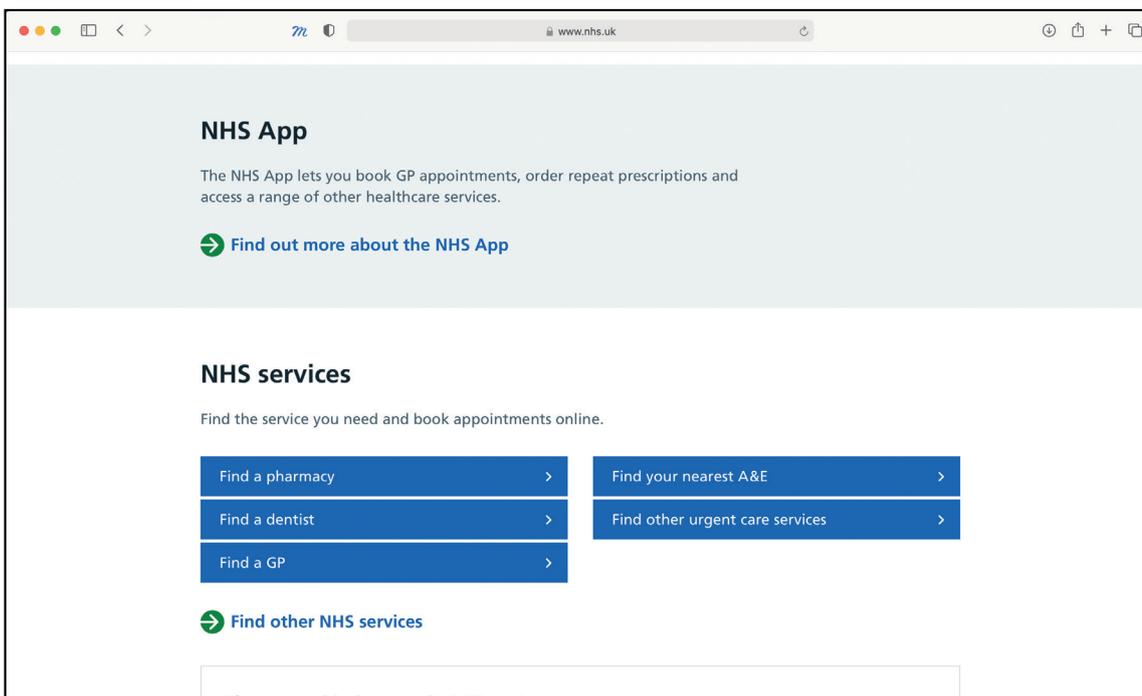
If you stay on the front page and move down the page you will see more information. For example information on Covid 19. You can click on any of the green/white arrows.



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!



# 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:

### 1. 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](http://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.

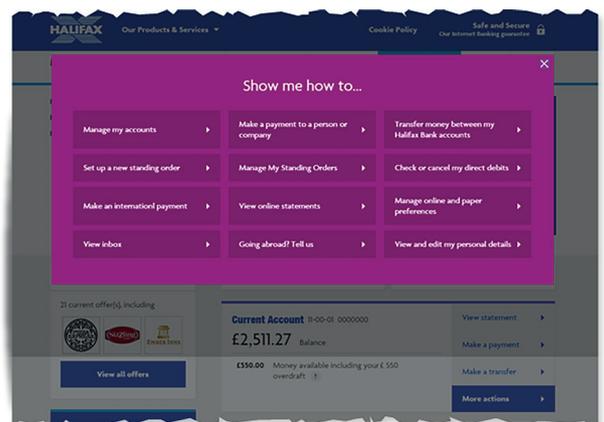
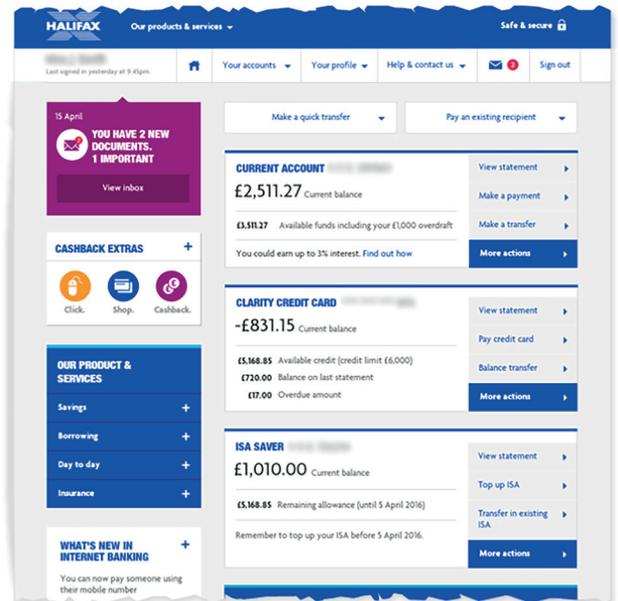
### 3. Account overview.

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 to.

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:

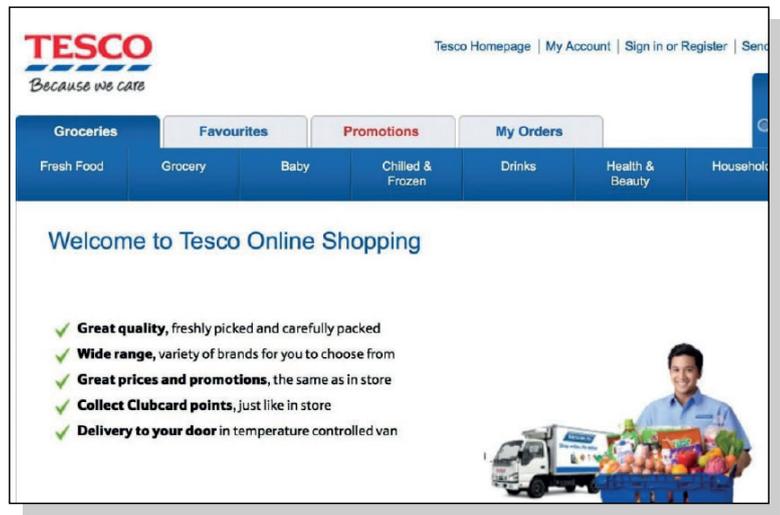
- DONT reply to emails claiming to be from your bank that ask for personal details or passwords.
- Always remember to LOG OUT of your online banking session.
- Only use secure wi-fi connections to access your bank account. If you notice anything strange on your account, or you accidentally make a payment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

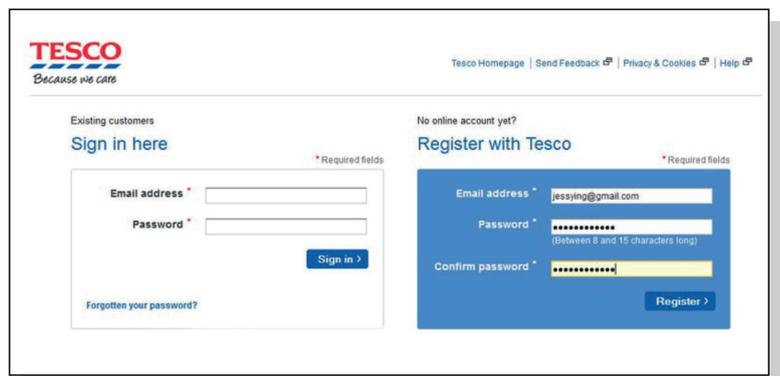
To start this, type in to your Google or Chrome or Safari - [www.tesco.com](http://www.tesco.com). You will need your email address and think of a password, plus a card to pay for it.



## 1. 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.

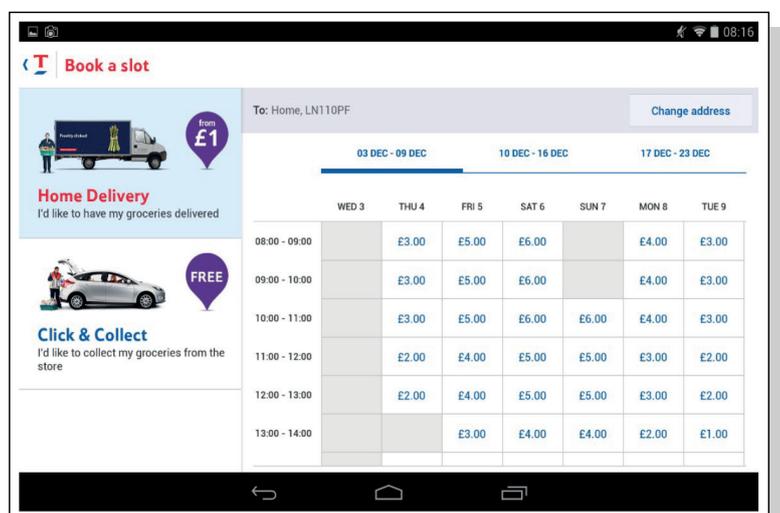
Once you have created an account you can start to shop!



## 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.

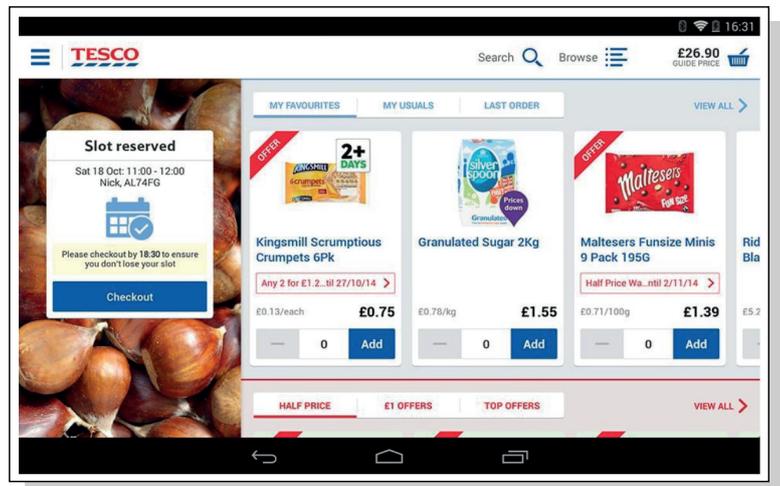
Choose between Home Delivery or Click & Collect.



### 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!

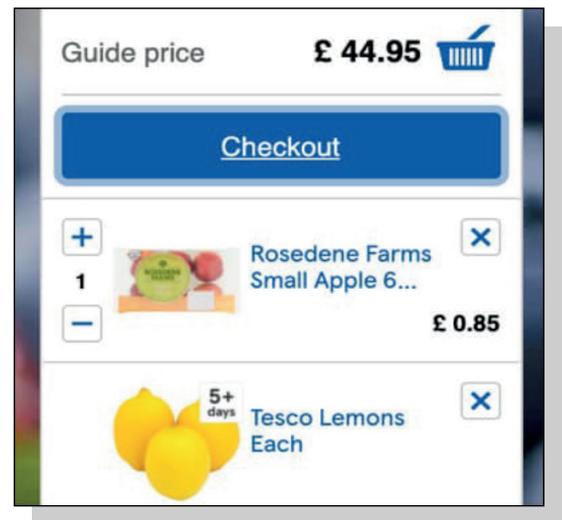
Once you have found an item, click “Add”. This will automatically add the item to your “Online Basket. If you require more than 1 of an item, change the “Quantity number” to however many you need.



### 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

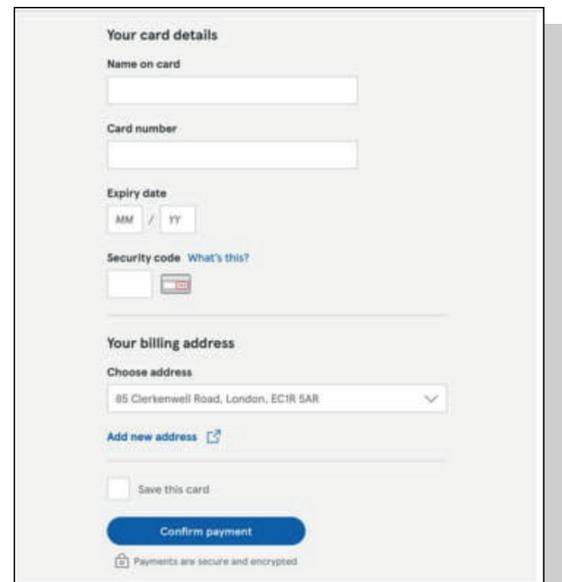
Enter your payment details and select the ‘confirm payment’ button. Some Supermarkets may charge you for ‘Pre Authorization Fee’. You should also receive an email confirming your booking.



### 5. Payment

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

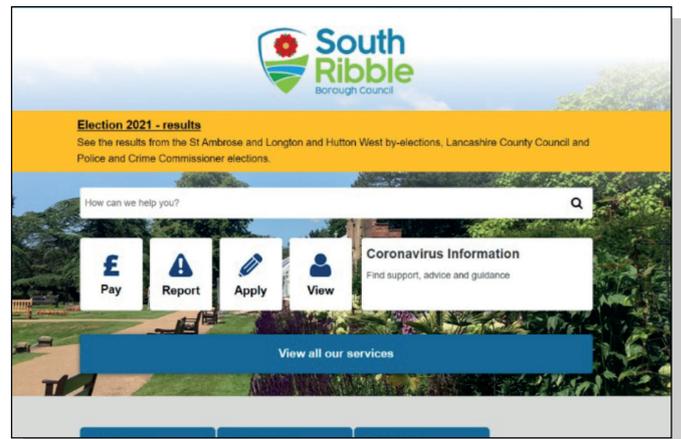
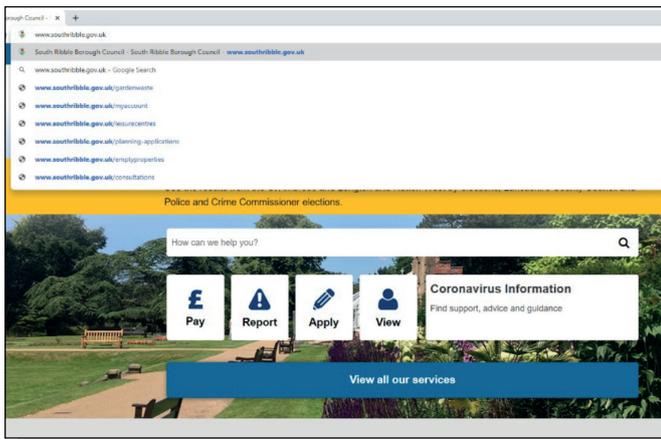
You should also receive an email confirming your booking.



# 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.

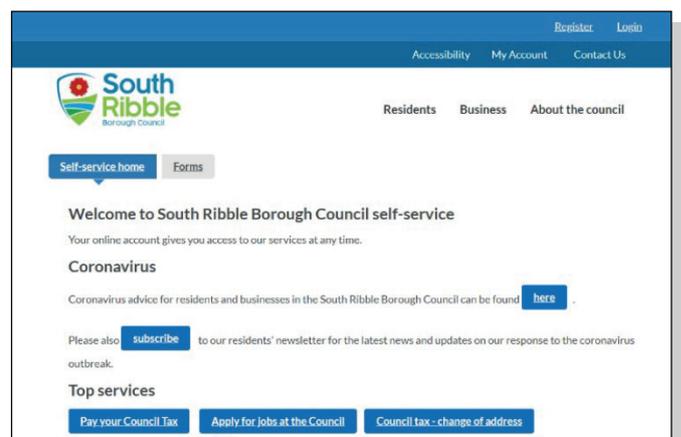
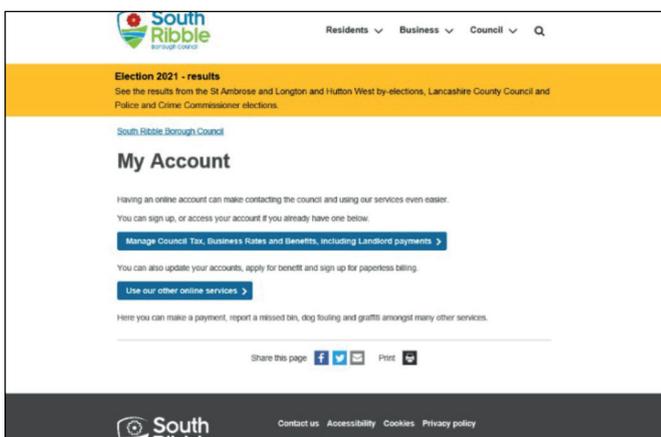


### 1. Enter website address

Double click onto your Google, or Chrome or Safari and type into the search bar [www.southribble.gov.uk](http://www.southribble.gov.uk)

### 2. My account

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

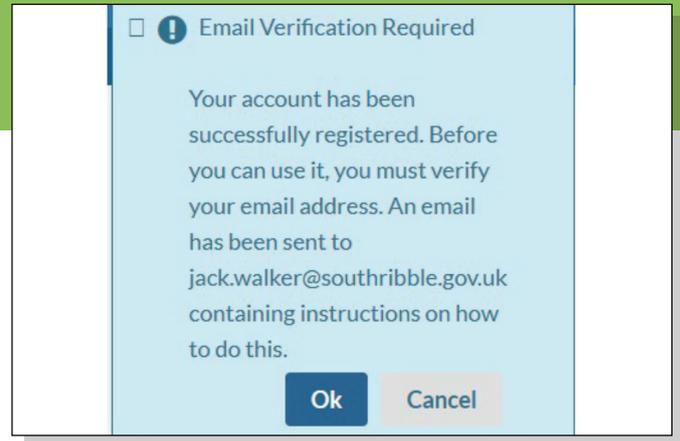


### 3. Other online services

Select 'Use our other online services'

### 4. Register

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

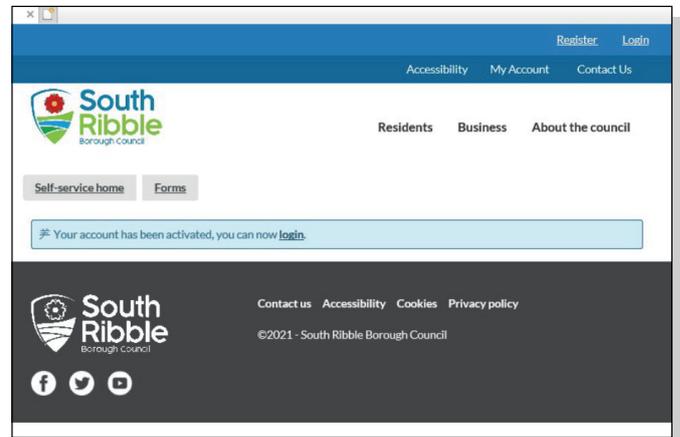
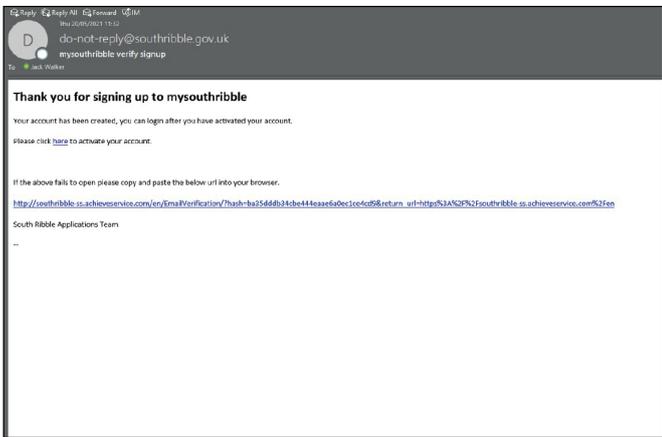


## 5. Enter details

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

## 6. Verify by email

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

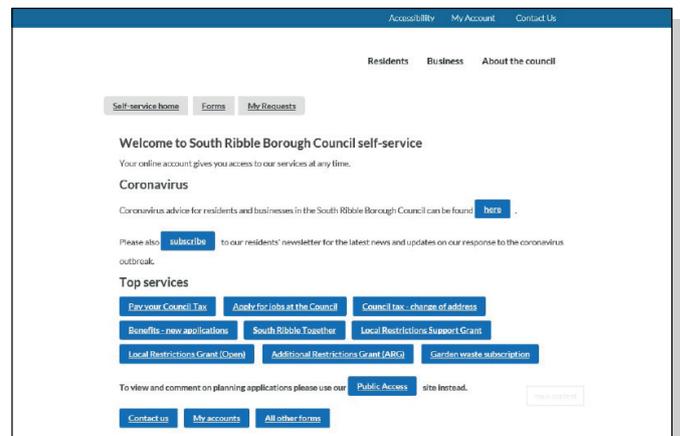
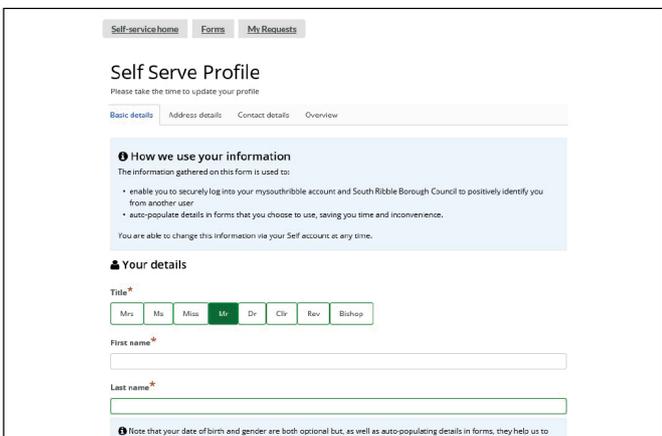


## 7. Click the link

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

## 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.



## 9. Complete your profile

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

## 10. Access Services

You will then be able to access self-serve.

# 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>**