Your new patient portal
Royal Berkshire Connect

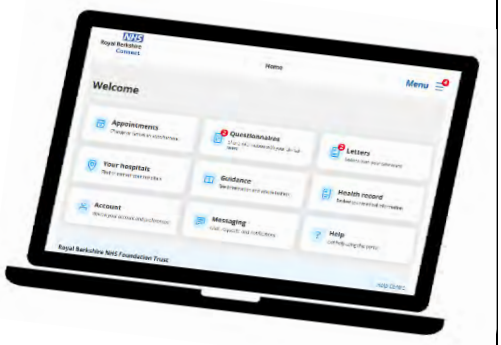


What is Royal Berkshire Connect?

- **Royal Berkshire Connect** is your online healthcare portal, a Web-based app specifically created for patients at Royal Berkshire NHS Foundation Trust.
- **Royal Berkshire Connect** is available on your smartphone or computer, so it's always accessible

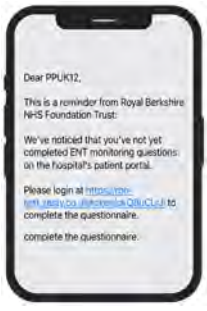


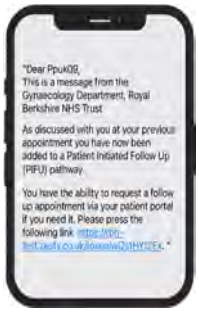
Once you are registered and logged in, you'll find an easy-to-use service that keeps you informed about your referrals and appointments, gives you access to all your hospital letters, and allows you to update your medical team on your condition through a comprehensive set of simple questionnaires.



- In addition, patients registered for **Royal Berkshire Connect** receive regular updates, reminders and requests for important upcoming activities like appointments and blood tests.









How do I register for Royal Berkshire Connect?

It's really easy.

Type
https://patients.royalberkshire.nhs.uk/
into your phone or computer and click on

Register with username



I already have the NHS app – do I need Royal Berkshire Connect as well?

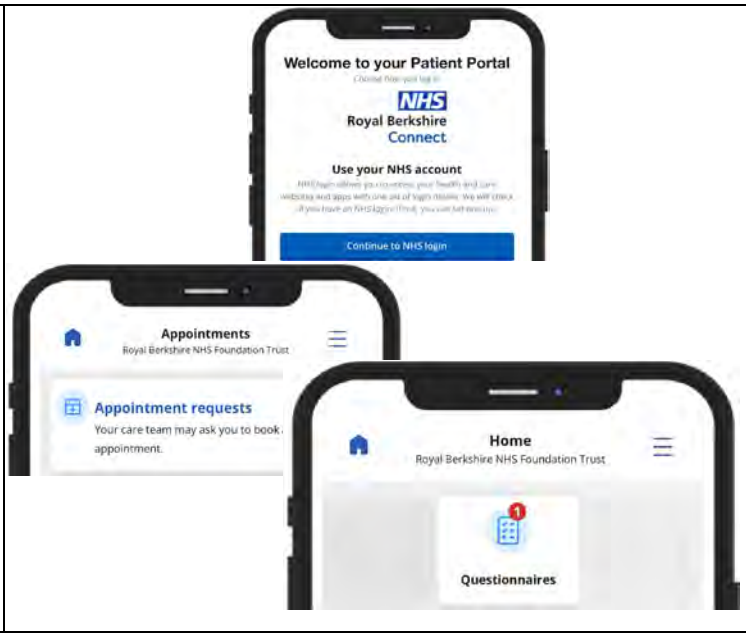
Yes, you do.

The NHS app is something everyone should have, and we encourage all our patients to use it.

We even provide access to it on the Royal Berkshire Connect login page.

But there are some important and useful features in Royal Berkshire Connect - features like Appointment requests and Questionnaires – that the NHS app doesn't have.

So you need both.

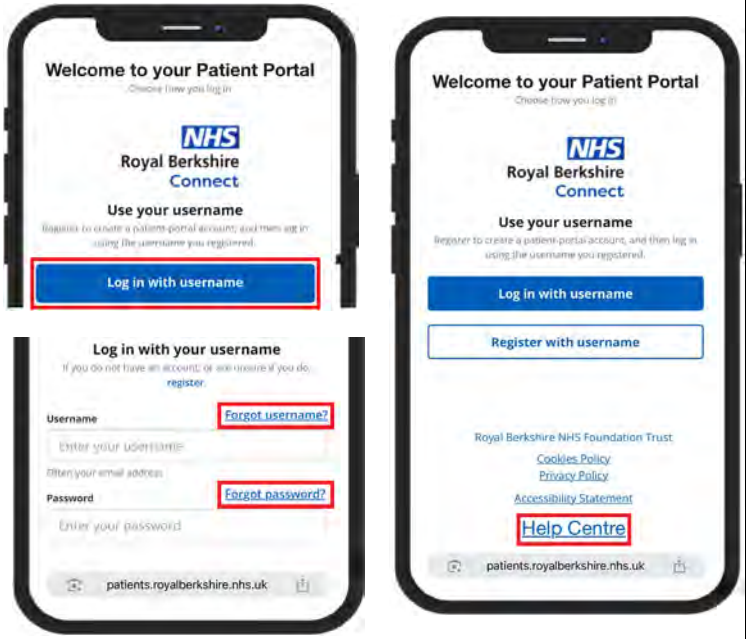


I registered a while ago, but I've forgotten my username and password – do I have to register again?

No, your account will still be there, as long as you are still a patient at Royal Berkshire.

If you have the same mobile phone number that is on your patient record at the Royal Berks, you can reset your user name and password on the login page.

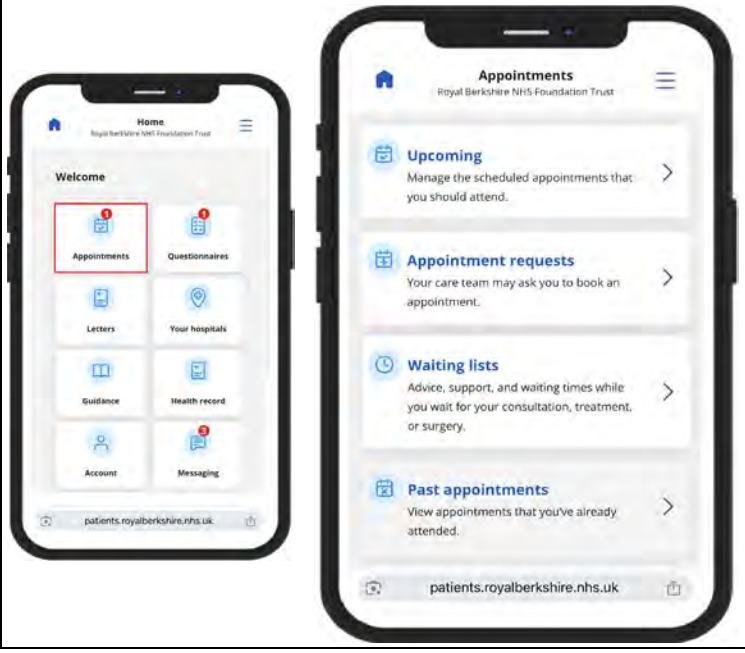
If you still have problems, go to the **Help Centre** link at the bottom of the Royal Berkshire Connect Login Page.



Can I view all my appointments in Royal Berkshire Connect?

Yes, they are all there in the Appointments section, including

- Future appointments
- Past appointments (since Royal Berkshire Connect was launched)
- Waiting lists for first appointment (where available)
- Any appointment requests you've made, including PIFU

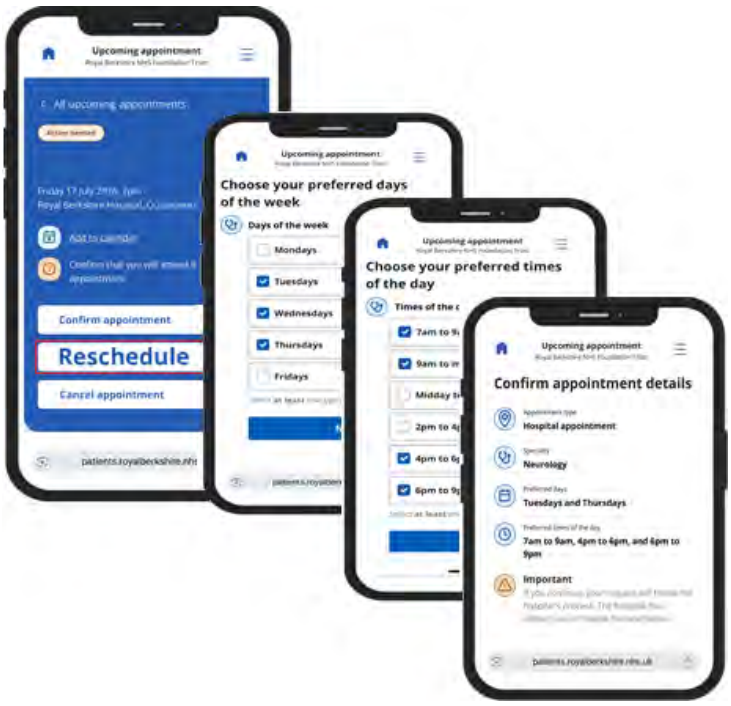


Can I reschedule my appointment on Royal Berkshire Connect?

It will depend on which speciality is treating you and the type of appointment that has been scheduled.

Where available, the Reschedule button is prominently displayed on the Appointment card, and the process for rescheduling is straightforward.

If you do have the Reschedule option available, remember that you can only reschedule up to a certain time before the appointment – if you have a very short-term reason, you'll have to call the hospital to reschedule in the usual way.



Can I Cancel my appointment on Royal Berkshire Connect?

Again, this depends on your medical team and the type of appointment.

The same rule applies about time limits – you can only use the Cancel Appointment feature up to a certain period before the scheduled appointment.

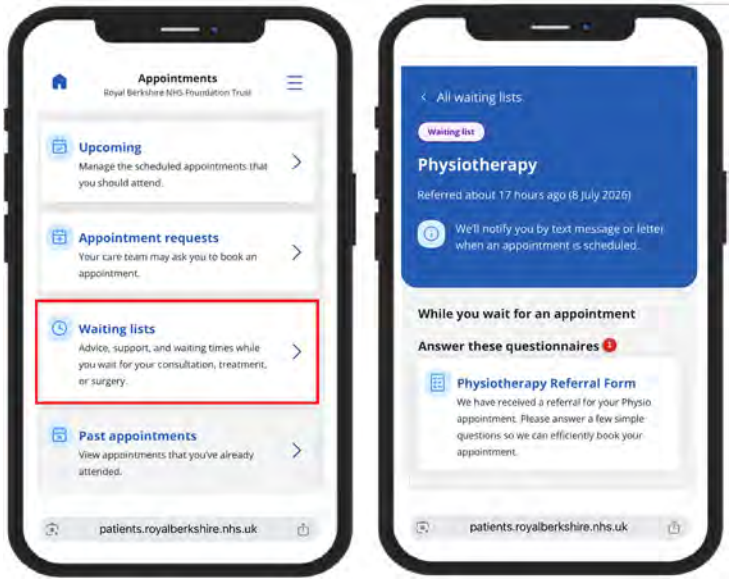


I'm waiting to hear from the Royal Berkshire about my GP referral – does Royal Berkshire Connect have anything that can help with that?

You can't track the progress of a referral that hasn't been accepted by the hospital.

But once it has been accepted, the **Waiting List** feature notifies you that your referral has been accepted.

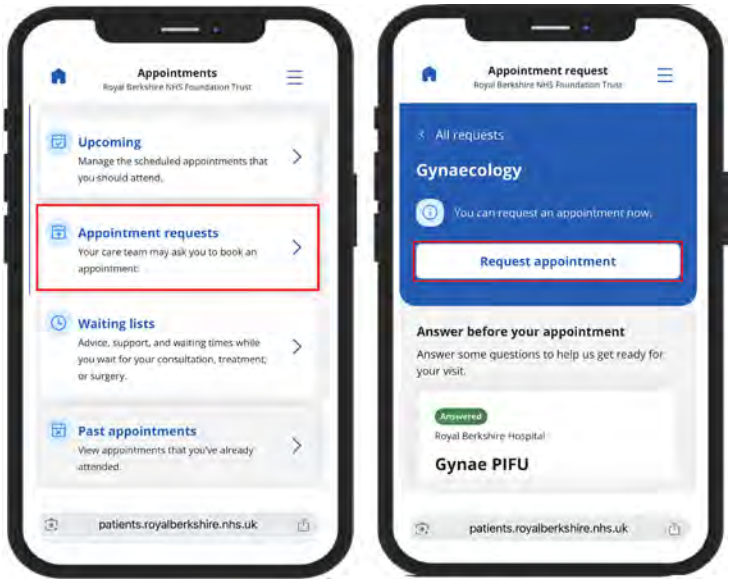
Some specialities will allow you to update your medical team on your condition, and provide useful information about what to expect at your first appointment



My doctor has told me I've been put on a PIFU pathway and that Royal Berkshire Connect is the best way of using it – how does that work?

PIFU – Patient Initiated Follow Up – appointments are appointments that you can request, rather than waiting for the hospital to schedule them.

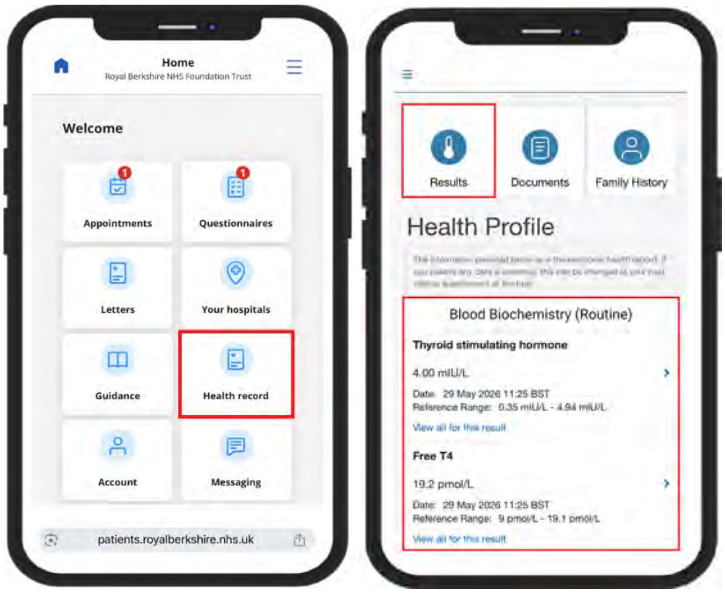
And your doctor's right – Royal Berkshire Connect is definitely the easiest way to make the request. PIFU details are found in the Appointments section of **Royal Berkshire Connect** under the Appointment requests



Am I able to view my results on Royal Berkshire Connect?

Yes. **Royal Berkshire Connect** shows laboratory results.

These can be found by clicking on the **Health Record** tile on the home screen.

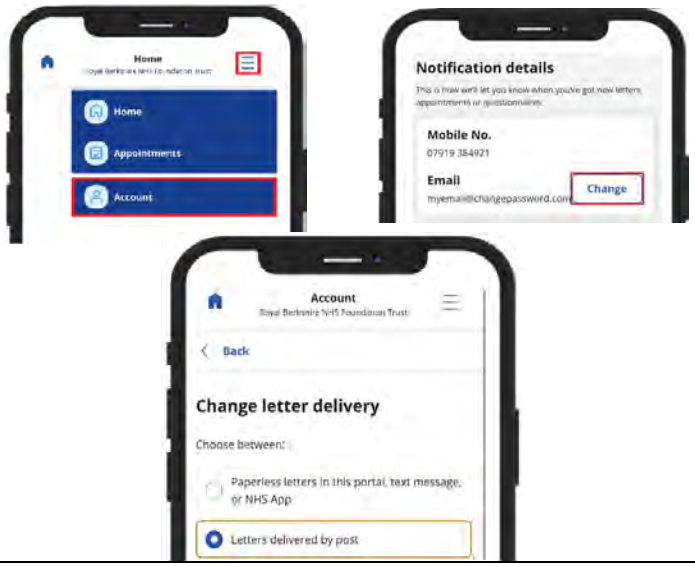


I want to receive paper copies of letters as well as get them on Royal Berkshire Connect – how do I do that?

To change your preferences, go to the Account section from the Home Page

Scroll down to Letter Delivery and click on the Change button in the Method panel.

Then select Letters delivered by post.



Will I get notifications and reminders for my appointments?

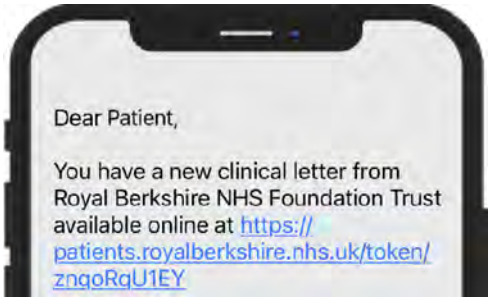
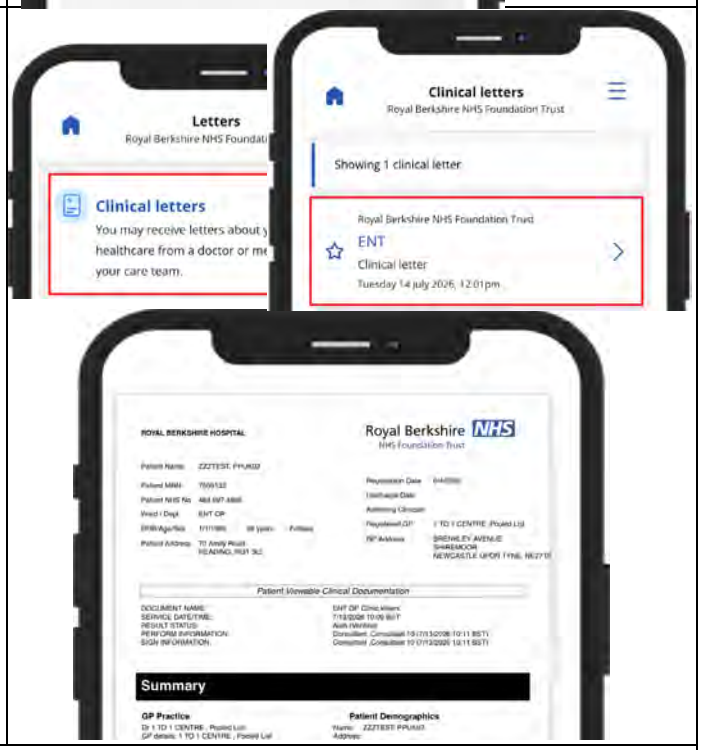
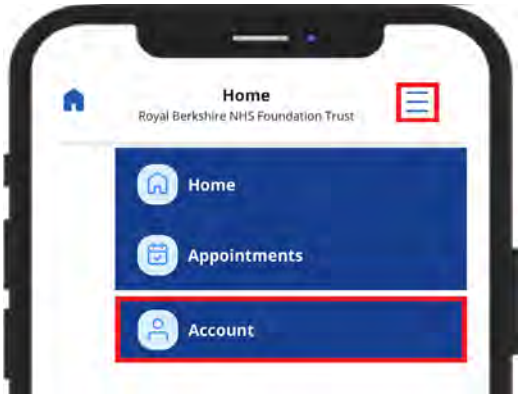
Yes, a message is sent when the appointment is booked.

The first reminder is sent 10 days before the appointment.

And you'll get a second reminder 3 days before the appointment.



I can see my appointment letters but I'm unable to find other correspondence letters – are they available in Royal Berkshire Connect?

Yes, they are, and you'll get an SMS notification that you have received a clinical letter with a link that takes you straight to it	
To find clinical correspondence from the Home Page of your Royal Berkshire Connect, lick on Letters	
In the Letters section you'll find a **Clinical letters** tile. Click on that to see your available Clinical letters and then finally click on the tile for any particular letter to show the letter itself.	
Can I use my email for two different Royal Berkshire Connect accounts?	
Yes. Unlike the phone number – which must be the number registered on the patient record – the email address in Royal Berkshire Connect can be updated in the app. To change the email address in a Royal Berkshire Connect account, go to the Account section from the Home Page.	

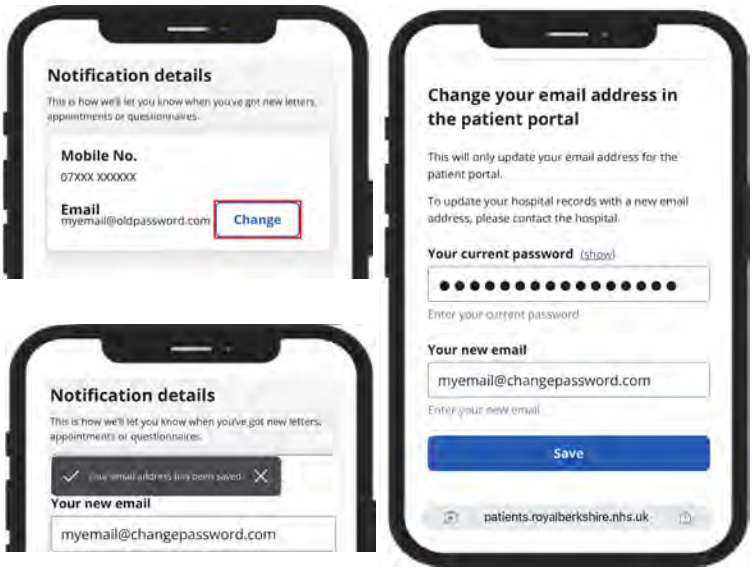
In **Notification Details**, click on the **Change** button next to Email.

Enter the password for the Royal Berkshire Connect account to which you're adding your own email.

Enter your email address and press Save.

You'll get notification of the change to both the old and new email addresses.

Note that this will not change the email registered on the patient record at the hospital.



Can my carer or a family member register on my behalf?

No, unfortunately not - delegated access is not possible at this time.

Can I register my children on Royal Berkshire Connect?

Yes – you can add as many children as you like, as long as they are registered patients at Royal Berkshire and have a scheduled appointment or have recently attended one.

To start, follow the same instructions for registration at the start of this FAQ document:

Type

https://patients.royalberkshire.nhs.uk/

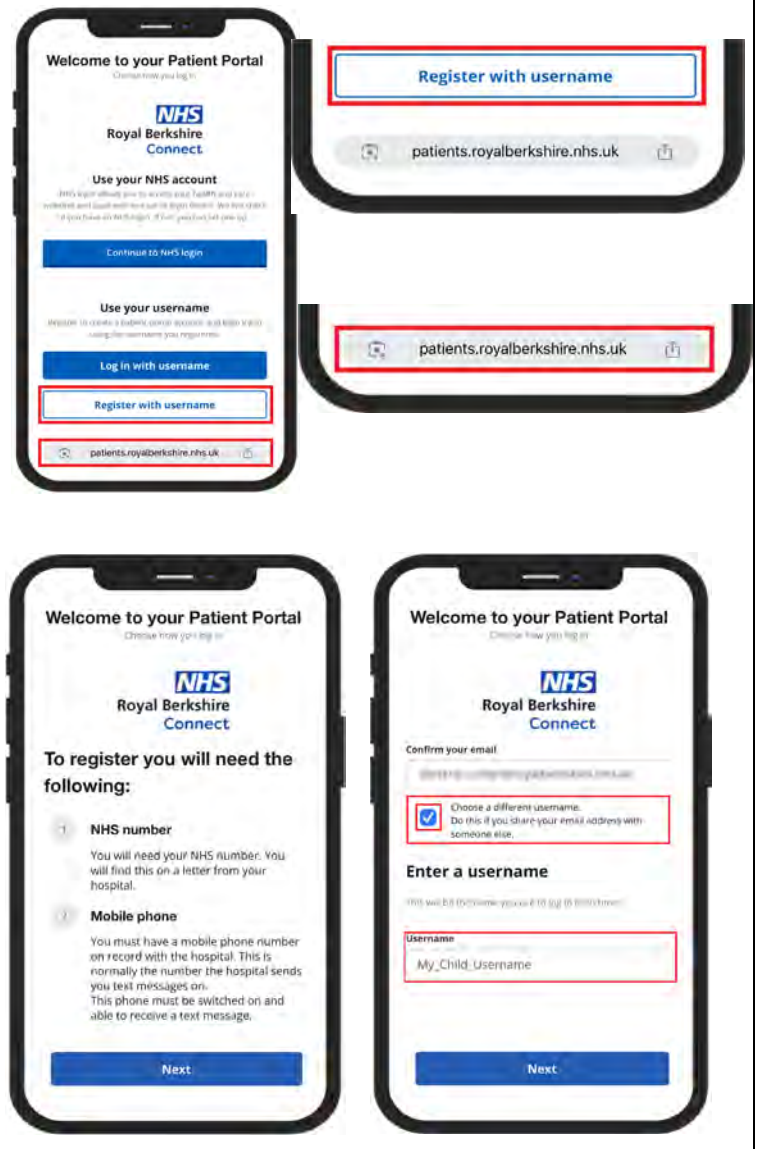
into your phone or computer and click on

Register with username

You'll need to enter your child's NHS number, date of birth and the mobile phone number registered on their hospital record.

At the prompt tick the box to register your child using a different username. This can be anything you like, and it's how you will be able to tell whether an SMS update is for you or for your child

Add a password, confirm when you get the SMS prompt, and that's it. Your child now has their own Royal Berkshire Connect portal with their own Username, connected to your email and phone number – as long as that is the same mobile number the hospital has registered on your child's patient record.

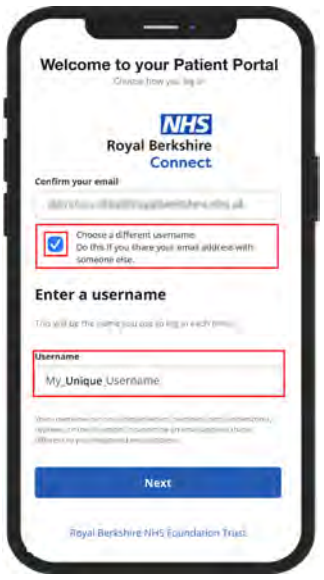


My partner and I share a mobile phone – can we both register using the same phone number?

You can, although it's not recommended unless absolutely necessary, as it can be very confusing and lead to mistakes when trying to log in and respond to updates and requests from the Royal Berkshire.

To register, you'll both need to have the same, shared number on your hospital patient records, to receive notifications. You can have separate email addresses, and it's a good idea to do so if you're sharing a phone number.

Then make sure that you register with different and easily recognizable Usernames, as well as your own unique passwords.



I don't have a smartphone and my laptop is quite basic as well. Will I still be able to register and log in?

Yes. Royal Berkshire Connect is a web-based service and there are no special requirements or apps to install on your phone, laptop or tablet.

You do need a mobile phone number in order to receive SMS messages, including security check when logging in, but these will be successfully delivered even to the most basic mobile phones.

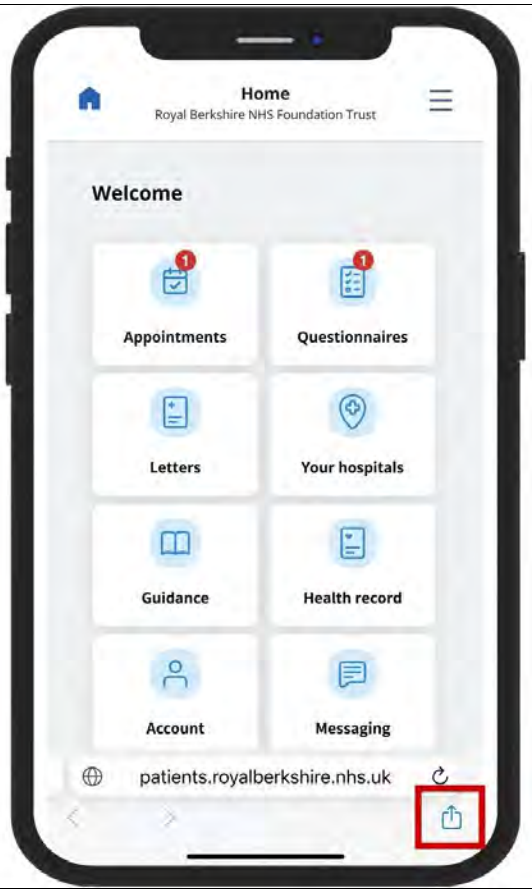
As long as your laptop or tablet has an internet connection and a browser - Google Chrome, Safari, Microsoft Edge and Firefox web browsers will all work – you should be fine.



Can I set up an icon on my phone for easy access?

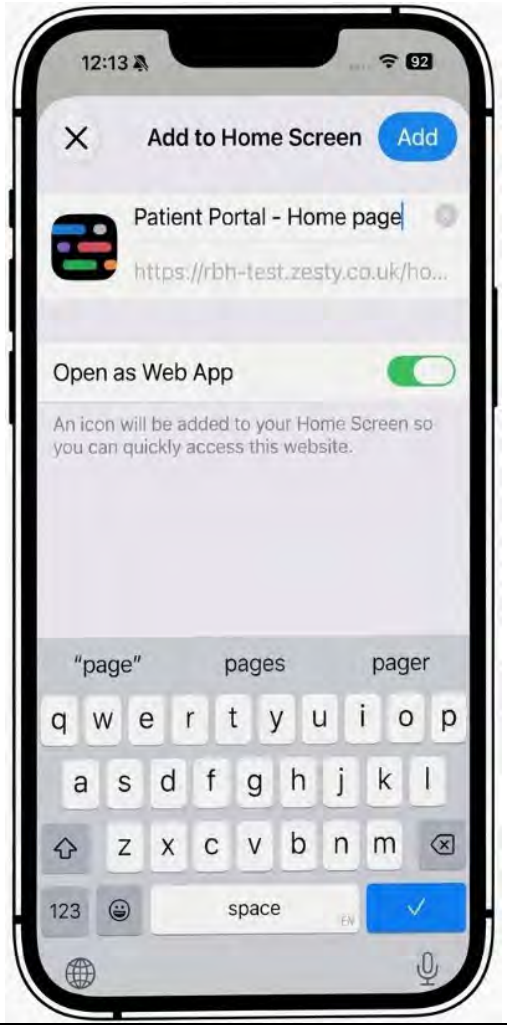
Yes! Even though Royal Berkshire Connect is a website rather than a standard app, you can quickly add a handy shortcut icon to your phone's home screen so it works just like an app.

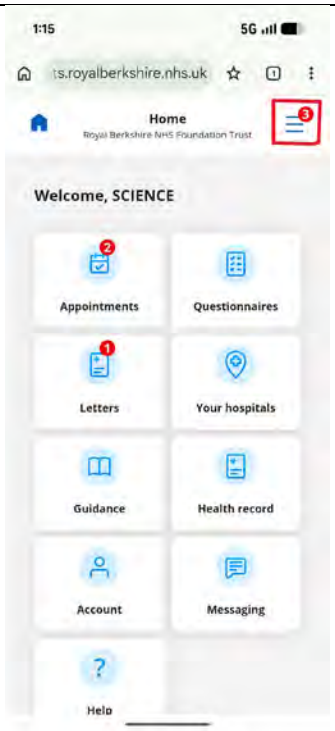
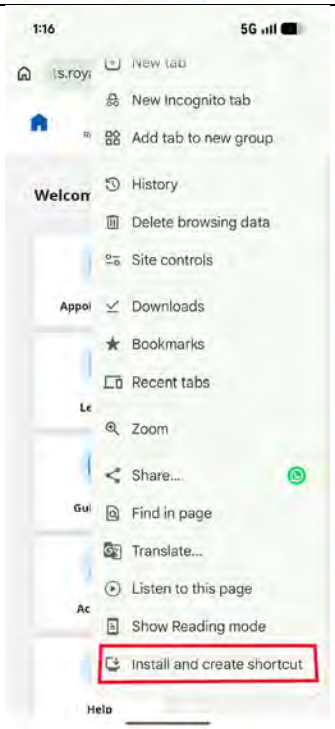
Step 1: Open the portal on your iPhone and log in. Once you are on the **Welcome** screen, tap the **Share icon** at the bottom of your screen (the little square with an arrow pointing upwards).

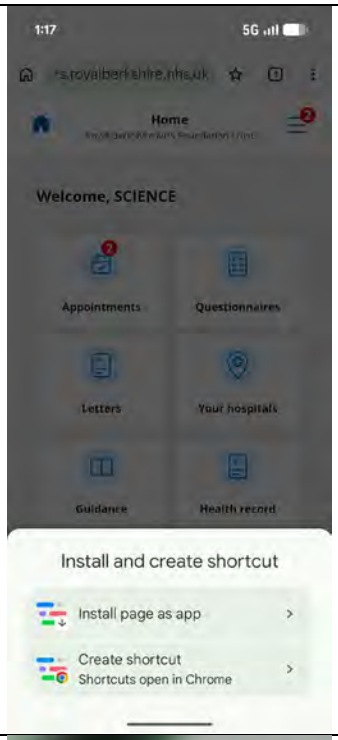


Step 2: A list of choices will slide up from the bottom of your phone. Scroll down slightly and tap **Add to Home Screen**.



Step 3: You will see a preview of the shortcut. You can leave the name as it is or rename it to something easy to remember. When you are ready, simply tap the blue **Add** button in the top right corner.	
All done! The new shortcut icon will now live on your phone's home screen. Simply tap it whenever you want to quickly log back into your portal.	

Setting up an icon on Android phone	
Step 1: Open the portal in Chrome on your Android phone and log in. Once you are on the **Welcome** screen, tap the **3 dots** at the top-right of the screen.	
Step 2: A list of choices will drop down from the top-right of the screen. Scroll down slightly and tap **Install and create shortcut.**	

Step 3: You will see two options to create a shortcut. Either option works, but selecting **Install page as app** is recommended.	
All done! The new shortcut icon will now live on your phone's home screen. Simply tap it whenever you want to quickly log back into your portal.	