

If you require this letter in a different format, please contact us via our website or by phone.

Dear Patient,

We are pleased to let you know that **Caterham Valley Medical Practice has now formally joined with The House Partnership.**

Thank you for your patience while we completed the essential IT work needed to bring our systems together.

For most patients, if your NHS App was originally set up using the standard NHS App ID verification process, it should automatically reconnect from **22nd April** and continue to work as normal.

If your NHS App does not reconnect automatically, please follow the steps below.

Step 1: Delete your existing NHS login account.

For security reasons, you will need to log in with your usual NHS login details. Once logged in, you will then be able to delete your account.

1. Log in to your NHS account via the **NHS App** or **nhs.uk**
2. In the App, select the **Person icon** (top right). On the website, select **Account**
3. Choose **Contact and login details** → **Login and security settings**
4. Scroll down and select **Delete my NHS account**

Step 2: Create a new account via the NHS App

1. You will need an **email address** and **mobile phone number**
2. Follow the on-screen registration instructions
3. You will then be asked to **prove your identity**. This is usually completed using photo ID (such as a valid UK passport or UK driving licence).

Verification can take up to **3 days** while the NHS App team checks your documents.

For more detailed guidance, you can watch this short video: <https://youtu.be/9UemelVLXk>

If you do not have photo ID

1. Follow the on-screen registration steps.
2. Select **“How to prove who you are without photo ID”** and continue with the on-screen instructions
3. When asked **“Do you use your GP surgery’s online services?”** select **“Yes – I use online services”**
4. Then select **“Yes – I have all 3 details”**

5. Enter the following information:

- **ODS code:** H81030
- **Account ID**
- **Linkage Key**

(You will need to request the Account ID and the Linkage Key from the Practice. You can use the online form on our website www.caterhamvalleymedicalpractice.nhs.uk, choose “**Admin Query**”, or call us on **01883 347811** to request these.)

6. Enter your **name** and **date of birth** when prompted

7. Submit your details, this should reconnect you to your GP surgery

A step-by-step video guide is also available here: <https://youtu.be/8KY2qKcA69M>

If you continue to experience any problems accessing the NHS App, please contact the practice.

A member of our team will be happy to assist.

Kind regards,

The House Partnership

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