

Frequently Asked Questions

Here are some FAQs that might help if you have queries about digital letters in the Patient Portal

How do I access the Patient Portal?

If we have your details saved, a link will be sent to you via text message or email from DrDoctor. Each time there is new information in the Portal, you'll receive a secure link that can be accessed via your smartphone, tablet or computer. Once it's connected later this year, you'll be able to access it via the NHS app too.

If I don't have a smartphone, can I still access the Patient Engagement Portal?

You can access the Portal via any internet or data connected computer, tablet or smartphone, but if you're not able to, or have difficulties accessing it, you can give consent for someone else to on your behalf. If you'd rather not, or are unable to use the portal, you needn't do anything as we will continue to provide printed documentation and use existing contact methods.

How will I know if a text message is from the hospital?

You'll receive a text message from DrDoctor's number (07860 039092) with a link that looks a bit like this: nhs.my/8kdjd7M6. This link is unique to you and will take you to the portal to sign in.

What do I need to do if I want or need printed letters?

If you have not opened your digital letter in the portal, you'll receive a printed letter in the post as normal, so you don't need to do anything. If you have opened your digital letter and would like a printed copy, you can either print the letter from within the portal, or request a printed copy from the Trust via Settings.

I can't log into the Patient Portal. What should I do?

If you have entered your details correctly (please double check!), but the portal doesn't recognise them, it could be that Gloucestershire Hospitals holds different details for you. You could call them and ask them to check or wait until your appointment letter arrives and ask when you visit the hospital.

I get a 404 error message when I try to view my digital letter. What should I do?

This error occurs in one of two scenarios:

Either you're trying to view a letter for a family member or relative who is registered at the Trust with the same phone number or email, or

You're registered at more than one NHS Trust and when you logged in, you picked the wrong Trust portal. If this is the case, click the link again and make sure it's the right NHS Trust.

To find out more about the Patient Portal, search 'Portal' on the Trust website