

## **Frequently Asked Question**

### **FAQs**

#### **What is the difference between “hub” and “spoke” Patient Pass accounts?**

Hub accounts are for users who receive referrals. Hub users can see all referrals that have been made to their department and have additional functionality. Hub users can also make referrals to other specialties.

Spoke accounts are for users who make referrals. Spoke users can only see referrals that have been made from their hospital.

#### **My department uses Patient Pass to receive referrals. How do I register for a “hub” account?**

Please contact [support@patientpass.co.uk](mailto:support@patientpass.co.uk).

#### **I need to make a referral. How do I register a “spoke” account?**

Spoke users can self-register via the login page.

If you have an email address that relates specifically to the trust at which you work, we recommend using this email address.

#### **I am a spoke user and have changed hospitals. How do I change this in Patient Pass?**

You can change your hospital and department in the “Profile” section. For governance reasons, you are only allowed to change this twice in any 6-month period.

#### **I am a hub user and have changed hospitals. How do I change this in Patient Pass?**

Please contact [support@patientpass.co.uk](mailto:support@patientpass.co.uk).

#### **My email address has changed, how do I change this in Patient Pass?**

Please register a new account using your new email address.

#### **Why can't I see other referrals from my hospital?**

If you do not have a GMC number and are using an email domain that isn't specific to the hospital at which you work, your account may not be validated. If your account hasn't been validated, please [click here](#) and enter the email address of your line manager. They will be asked to confirm where you work.

#### **I have forgotten my password.**

Please select “Reset password” and enter the correct email address.

If you don't receive an email, please check your junk folder. Please also check you are receiving external emails, you have entered the same email address that has been registered, and that you've spelt the email address correctly. If it still doesn't work, please email [support@patientpass.co.uk](mailto:support@patientpass.co.uk).

#### **Why am I unable to make a referral to a specific specialty?**

Some specialties will only accept referrals from users with a GMC number.

#### **Why am I unable to make a referral to any specialty?**

You may have a read-only account. If you feel you should be able to make referrals, please email [support@patientpass.co.uk](mailto:support@patientpass.co.uk) (please include the specialty to which you wish to refer).

## **Problems / how to contact**

Patient Pass is designed to be simple and easy to use. However, if you have any usage problems, please let the Local IT Training department know.

### **If you are a LTHTR (Lancashire Teaching Hospital Foundation Trust) User/Hub User**

[ITServiceDesk@lthtr.nhs.uk](mailto:ITServiceDesk@lthtr.nhs.uk) / Ext 2164

Any technical issues should be logged via the IT self-service portal - Home (lthtr.nhs.uk)

### **If you are a Morecambe Bay Trust User/SPOKE User**

[servicedesk@mbhci.nhs.uk](mailto:servicedesk@mbhci.nhs.uk) 01524 516000 24/7 Service Desk

Or via the self-service portal

### **If you are East Lancashire Trust User/SPOKE User**

[It.servicedesk@elht.nhs.uk](mailto:it.servicedesk@elht.nhs.uk) / 01254 733135

Or via the self-service portal

### **If you are Blackpool with Fylde NHS Trust User/SPOKE User**

[It.helpdesk@bfwhospitals.nhs.uk](mailto:It.helpdesk@bfwhospitals.nhs.uk)

**\*\*If you have suggestions for improving the referral system, please contact [support@patientpass.co.uk](mailto:support@patientpass.co.uk)**