

Receive your letters online, instantly

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How can I receive my letters online?

1. Check our receptionists have your correct mobile number, full name, date of birth and postcode
2. You will receive a text message notifying you that you have a new appointment letter to view online
3. Follow the link in the text message to go to our secure patient portal or visit nhs.my/chelwest
4. Log in with your name, date of birth and postcode. We will send a one-time code to your mobile phone to verify your identity. Enter this into the web page
5. View and download your new appointment letter online. These letters will be stored here for future reference

You will continue to receive printed appointment letters by post as well unless you choose to go paperless

Want to go paperless?

Log in to our patient portal and choose the 'go paperless' setting to receive your appointment letters online instead of by post. This helps us protect the environment and saves the NHS money

For more information, please visit chelwest.nhs.uk/drdoctor or scan the QR code!

