

MyCare St George's Epsom and St Helier

Welcome to MyCare

We're making it easier for you to manage your hospital care. MyCare St George's, Epsom and St Helier is a new, secure online portal where you can see important information about your hospital care, all in one place.

It's easy to use, available 24/7, and completely free.

What is MyCare?

MyCare is an online patient portal system that lets you:

- View upcoming appointment times and letters
- View test results as soon as they're ready
- Confirm appointments online
- Opt out of receiving paper letters
- Complete questionnaires before coming to hospital such as pre-operation forms
- View your hospital health record and information about your care and treatment.

You can use MyCare on your phone, tablet, or computer, wherever you are.

Why use MyCare?

- Available anytime - no need to wait for letters or call the hospital
- Faster updates - test results appear as soon as they're ready
- Never miss an appointment – confirm your appointment online
- Be prepared - fill out forms before appointments to help us prepare
- Go paperless - choose to receive letters digitally (coming in 2026)
- Get involved - take a more active role in your care.

How do I register?

You don't need to do anything until your first hospital appointment is booked. Once it is, you'll automatically receive a text message with a secure link inviting you to register.

To register, you'll need:

- Your NHS number - you can find this online at - www.nhs.uk/nhs-services/online-services/find-nhs-number/
- Your date of birth, email address, and mobile number

Alternatively, you can use your NHS App login details to access MyCare.

Follow the secure link in the message to create your MyCare account and start exploring your hospital record.

If you haven't received a text, you can also register directly from the MyCare login page:

Frequently Asked Questions

Who can use MyCare?

All patients aged 16 and over who have a hospital appointment.

Can I see my GP information?

Not yet – MyCare currently shows information from your hospital visits only.

Can I see information from other hospitals?

Yes, you can view your information from Epsom and St Helier Hospitals.

Can staff see my MyCare record?

No. Staff see your information through our hospital system, not through MyCare.

Will all results appear online?

Most test results will, but some sensitive information may not. Your care team will contact you directly if needed.

Can I change appointments online?

Not yet. This feature will be added later.

Do I have to use MyCare?

No. if you prefer, you can continue to receive letters and information by post.

Can I opt out of MyCare messages?

Yes. You can stop receiving text messages at any time using the 'STOP' option in your text message, or once you are logged in to the portal.

What if I forget my login details?

You can reset your password or find your registered address using your NHS number and date of birth on the MyCare login page.

Will I understand my results?

Test results are written by clinicians and may use technical terms. If you're unsure about what something means, please discuss it at your next appointment.

What if something looks wrong in my record?

If you notice incorrect information, please contact your care team or the Patient Advice and Liaison Service (PALS) Phone: 020 8296 2508 Email: est-tr.PALS@nhs.net

Is MyCare safe?

Yes. MyCare is powered by NHS-trusted systems and protected by the same security standards used across our hospitals. Your information is stored securely and only you can access it.

To stay safe:

- Keep your login details private
- Log out when you finish
- Don't use a shared mobile or email address.

For more information on how we keep your data safe, please read our Privacy Notice on our website <https://www.epsom-sthelier.nhs.uk/privacy-notice>

Technical Information

Your information is stored securely and protected by NHS-approved systems. Only you can see your MyCare record.

MyCare works on most modern web browsers, including Google Chrome, Safari, Firefox, and Microsoft Edge. You can use it on a smartphone, tablet, or computer. There is currently no standalone MyCare app.

Need Help or Support?

If you have questions about what you see in MyCare, or need help registering or logging in, please visit our website www.epsom-sthelier.nhs.uk/mycare for more information.

Alternatively, go straight to the Patient Portal Support Help Centre on our website:

[Patient Portal - Help Centre](#)

You can also ask your hospital team for help at your next appointment. Your care, your record, your MyCare.

Contact us

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.epsom-sthelier.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you advice and information when you have comments or concerns about our services or care. PALS is open between 10am and 4pm Monday to Friday, except bank holidays.

Tel: St Helier 020 8296 2508 / Epsom 01372 735243

Email: est-tr.PALS@nhs.net

Textphone (via Text Relay): 08001 020 8296 2508

Text message (deaf or hard of hearing only): 07975 232021

Complaints Department: 020 8296 3092 or email esth.complaints@nhs.net

A member of the PALS Team may not always be available to answer your call, as they may be speaking with a patient or their loved one on a different call. If you leave a message on the answer phone, a member of the team will return your call as soon as possible and no later than three working days.

NHS UK

The NHS provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

