



I am leaving my organisation?

The organisation's Leeds Care Record representative will need to notify us that you are leaving the organisation. Your account will then be disabled for security purposes. You must not access those organisations' records if you do not work for that establishment anymore.

I am moving to a different practice/care team in Leeds, what should I do?

If you are moving to a different practice/care team in Leeds that is participating in Leeds Care Record, they will have a Leeds Care Record representative. They will be required to request a new account creation for you using the 'Blank LCR New User Form'.

I cover more than one organisation, how do I access my patients' records?

You will need multiple accounts (by following the steps above).


Tip: Make sure you use the correct account credentials for the appropriate selected organisation from the dropdown list upon login or you will not be able to gain access.

Suggestions for Leeds Care Record?

We value your feedback and encourage comments about the system. Please get in touch using the 'Feedback' button found on the homepage of Leeds Care Record or email leeds.carerecord@nhs.net.

How do I find out who my Leeds Care Record representative is?

Your Leeds Care Record representative will generally be your Practice Manager, Governance Manager or NT Coordinator depending upon your organisation. If you do not know who this is please contact the Leeds Care Record team on 0113 20 60293 / leeds.carerecord@nhs.net.



For other Leeds Care Record requests, please log a support ticket with the Service Desk using the details below.

SERVICE DESK

CALL: 0113 392 6655

EMAIL: leeds.lth@nhs.net

(Monday - Friday, 8am - 6pm)

Password resets can be issued via the Service Desk. All other issues will be dealt with by a 2nd line team who will contact you to discuss either via telephone, email or SMS.

“I was able to use this whilst working on a weekend when I couldn't call the GP”

When contacting the service desk please provide as much detail as possible. State to the call agent any error messages that are displayed on your screen as they appear. Complex issues should be logged via email along with any supporting evidence such as screenshots. This will ensure that your request is dealt with in a timely manner by our technical teams.