



Records Access online Patient information leaflet 'It's your choice'

If you wish to, you can now use the internet to book appointments, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

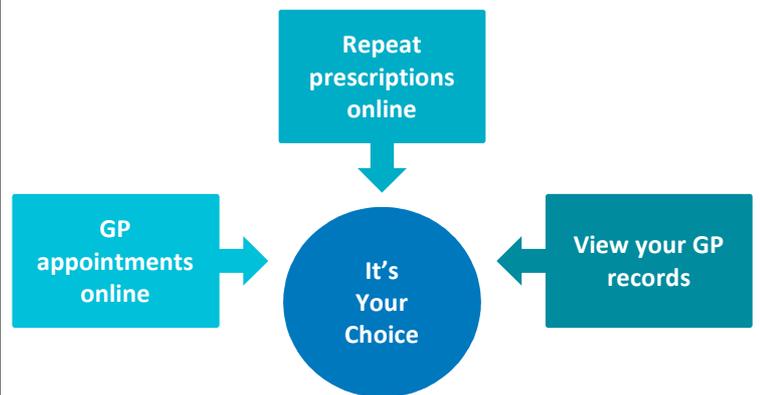
Being able to see your record online might help you to manage your medical conditions. It also means you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way. This decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

How get online access to your medical records:

- Read this leaflet
- Call in to the practice
- To register for online services you will be asked extra questions to check your identity and then given a password and user name. This gives access to the appointment booking & repeat prescription request functions only.
- To request the online medical records access function you will be asked to complete a request form.
- The practice will then carry out necessary checks, and will let you know when your medical records access has been enabled.
- You will have access to medical records created from this date onwards.



It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

Proxy access

If you are requesting access to online medical records on behalf of another person then this is Proxy Access. For example, a parent on behalf of a child or a carer on behalf of the person for whom they care. If you are making a request for proxy access then please read the information overleaf carefully; where appropriate then both parties should read it. In order to protect the confidentiality of all our patients, then our policy is that once a child reaches the age of 11 then any proxy access that a parent or guardian may have, is withdrawn. This is in line with advice from the British Medical Association.

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Things to consider

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Information about someone else

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

We have also posted it on our website