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Billesdon Surgery

Application for Online Proxy Access to my Medical Record

Please read carefully –

- This form is to add a “proxy” user to your existing online services account... OR to register a proxy user to manage a new account on your behalf.
- The named proxy user on this form will have access to your medical record and will be able to order repeat medication and book appointments on your behalf. Your proxy does not have to be a patient of this surgery.
- Please read the full terms and conditions on page 2 of this form.
- Applications require 2 forms of ID, presented in person to a receptionist. We may have to call you if this form has been returned to us without checking your ID.

Your details

(i.e. you the patient with or without an account)

Your nominated Proxy's details

(i.e. the person you want to have access to your account)

*Your Name:	*Name of your proxy:
*Your Address:	*Address of your proxy:
*Postcode:	*Postcode:
Your Telephone:	*Telephone of your proxy:
Your Email:	*Email of your proxy:
* Your Date of Birth:	*Date of Birth of your proxy:
<p>All fields with an asterisk (*) are mandatory and will help us identify your record and your proxy</p>	*Their relationship to you:
	*Are they a patient of Billesdon Surgery?

Declaration

I give permission for the above named proxy user to have access to my medical records and personal details held by the practice for the purposes of using the online services.

Patients aged 16 or over only - If you have medical record viewing enabled on your account please tick any or all of the following areas to give permission for the proxy user to have access to these areas of your account too. These will only be available if you already have full or partial access to your medical record:

Lab results Immunisations Problems Consultations

<p><i>I understand that this consent will remain in force indefinitely. However, my doctor may, at my request, override this authority to allow access to my medical record via the online service at any time. A signature here is not required for children 15 or under.</i></p> <p>Signed.....(patient)</p> <p>Date.....</p>	<p><i>I will treat any information provided confidentially, I will not disclose information to a third party without agreement and will only use the information of the person that I have proxy access for in their best interests. I understand that access will be revoked if these stipulations are not adhered to.</i></p> <p>Signed.....(proxy)</p> <p>Date.....</p>
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For practice use only

ID check <input type="checkbox"/>	Type of ID (passport, drivers licence, bill etc).....	Checked by (initial).....
Approved <input type="checkbox"/>	If rejected, specify reason:	Form not signed by one or both parties <input type="checkbox"/>
Rejected <input type="checkbox"/>	Missing personal details <input type="checkbox"/>	Declaration not ticked <input type="checkbox"/>
	Other reason..... <input type="checkbox"/>	
Initial of authoriser	Date proxy a/c created and proxy informed	

PROXY ACCESS TERMS AND CONDITIONS

1. When an "age maturity" patient (with a proxy) reaches the age of 16 the account will be closed.
 - Patients aged 16 and over are deemed competent to manage their own healthcare.
 - The proxy user will not be notified when the account has been closed.
 - The child will be required to register as a full user of online services by completing an Online Access Application form.
 - In some circumstances it may be necessary for the proxy to continue to manage the affairs of a child who has turned 16.
2. All requests from the proxy user to continue to manage the affairs of a child aged under 16 will be assessed by a clinician. There may be a wait of up to two weeks for the request to be accepted or rejected. The proxy user will be notified by the practice when the request has been approved or if it has been rejected.
3. Proxy access for adult patients remains indefinitely until either the patient informs us they no longer wish the proxy user to have access (and their link will then be removed); or the proxy user informs us they no longer wish to have control of the patient's account – and their link will then be removed. The practice will inform both parties when links have been removed.
4. If a child's medical record contains a Gillick or Fraser competency code the patient is deemed competent to manage their own account and requests for proxy access will be rejected. The proxy user will be notified by the practice. If a competency code is added at any time while the patient has a proxy user the link will be removed and the proxy user will be notified by the practice. For more information about Gillick/Fraser competency please visit: <https://www.nhs.uk/conditions/consent-to-treatment/children/>
5. Failure to comply with these terms and conditions and the stipulations on the form will mean a revocation of the proxy user's link to the patient's account.
6. Abuse of the system in any way will mean a revocation of the patient's account (if they have one) and the proxy user. New requests for an online account or Proxy account from either party will be rejected. The practice does not have to give a reason for rejecting a request.
7. We recommend the proxy uses SystmOnline to manage the affairs of the patient or their own medical record. Other online services are available however Billesdon Surgery does not support these, if you require technical support you'll need to contact those service providers directly.
8. We can only add a nominated proxy if your proxy has a SystmOnline account. If your proxy does not have a SystmOnline account your request will be rejected and we will inform you by email. We may also reject your request if the details provided of your proxy cannot be verified or your proxy cannot be traced on the NHS Health Authority services.
9. If you do not have full or partial access to your medical record enabled on your account (or you do not currently have an online account) but you want your Proxy to have access to your detailed medical record, there will be a delay while your application is authorised.
10. It is the requesting patient's responsibility to inform their nominated proxy that they have access to their medical record. Billesdon Surgery will not contact your nominated proxy either by text, email, letter or verbally unless we have good reason to or suspect inappropriate use of the service.
11. Billesdon Surgery will endeavour to help with any technical issues you may be having with SystmOnline, Airmid or the NHS App, however we recommend contacting the support pages of those providers first and foremost as they are more equipped to help with issues related to their products.
12. The service is provided solely for the use of the registered patient and/or proxy user i.e. the patient or their parent/guardian, carer or power of attorney named on the application form.
13. Passwords/logon credentials should be kept secret. Do not pass on the details of passwords to anyone else.
14. Acceptable forms of ID are: Passport (photo ID); Drivers Licence (photo ID); Bus Pass (photo ID); Student card (photo ID); Household Bill (address ID); Bank Statement (address ID); Marriage Certificate; Birth Certificate. In some circumstances we may waive the need to present ID, for example if you previously had proxy with Patient Access. However, we reserve the right to audit this and if necessary, revoke access if any fraudulent activity is found.
15. The practice cannot guarantee that the online service providers will be continuously available.
16. If you have a complaint or want to leave feedback about any of the online services or Proxy Access please direct your complaints or feedback to their support pages. We regret that Billesdon Surgery cannot accept complaints or feedback about SystmOnline, Airmid, the NHS App or other online service providers as those system are run and maintained by third parties.
17. If you suspect that your account has been accessed by someone without your agreement you will contact the practice as soon as possible.
18. If you see information on your record that is not about you or is inaccurate, you will contact the practice as soon as possible.
19. Failure to comply with any of the above conditions may result in revocation of access to the service.
20. We may update these terms and conditions at any time. The latest version of this form, including the terms and conditions, will always be available on our website at www.billesdonsurgery.com and from reception. By signing page 1 of this form you agree to the terms and conditions as outlined on the latest version of the form.