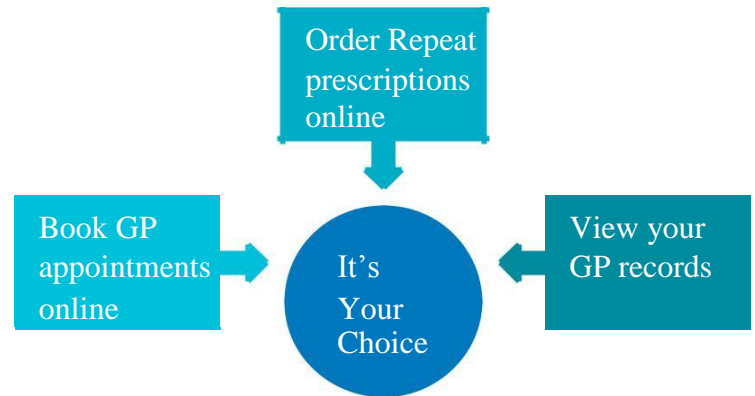


Online Services Records Access Patient information leaflet 'It's your choice'

- If you wish to, you can now use the internet to book appointments with a GP, 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 that 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 as before. 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.



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

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.

For more information about keeping your healthcare records safe and secure, you may wish to read:-

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

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. Under the Data Protection Act 1998 (Fees and Miscellaneous Provisions) Regulations 2000, you will be charged a fee of £10 to view your health records at the surgery with a health professional, unless you have been seen within the last 40 days.

Using a shared computer

You need to take extra care when using a shared computer to look at your GP records online. This could be at the library, at work, at university or at home. To protect your personal information from others when using a shared computer, you should:

Look around to see if other people can see what is on the computer screen. Remember, your GP records contain your personal information.

Keep your username and password secret. Just like your bank account PIN, you would not want others to know how to get into your GP records.

Make sure you log out when you finish looking at your records, so that no one else can see your personal information or change your password without your knowledge.

Understanding your records

Your records are written to help medical people look after you and so in some cases, you may not understand everything you see. If you find anything difficult to understand, as well as talking to your doctor or nurse, you can go to the NHS Choices website by using this link **www.nhs.uk**. NHS Choices is the NHS website for patients so you can look for information on illnesses, improving health and to find NHS services in your local area. Other websites frequently used to search for information on illnesses and test results are Patient – **www.patient.info** and Lab Test Online UK – **www.labtestsonline.org.uk**. Although these are not owned or checked by the NHS, other patients have found them useful.

Patient Online: Registration Form

Access to GP Online Services for patients aged 13 and up.**

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

SURNAME (please print)	
FIRST NAME	
Date of Birth	
Address	
Postcode	
Email address	
Mobile number	

I wish to have access to the following online services (tick all that apply)***

1. Booking appointments	
2. Requesting Repeat Prescriptions	
3. Accessing my Summary Record**	
4. Accessing my Full Clinical Record**	

****For the application for online access to my Summary and /or full clinical record – I understand and agree with each statement (please tick)**

*****(Online access application forms take up to 30 days to process)**

1. I have read and understand the information leaflet provided by the Practice	
2. I will be responsible for the security of the information that I see or download	
3. If I choose to share my information with anyone else, this is at my own risk	
4. I will contact the Practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	
5. If I see information in the record that is not about myself, or is inaccurate, I will contact the practice as soon as possible. I will treat any information which is not about myself, as being strictly confidential.	
6. Once access is granted, you will be able to see your record from the date of registration, if you would like to see past medical records, please put this into a request.	
7. I understand that I may see information on my record that I was unaware of / have forgotten about that could cause distress.	
8. I understand that as before, I will be informed directly, by the practice, of any test results, which require further action. However I understand that I may see these results online before the practice has been able to contact me. This could be while the surgery is closed and there is no one available to discuss them with me.	

**** (Aged 13 – 17 will need an assessment with a GP)**

Signature: Date:.....

FOR GP PRACTICE ONLY		
Identity verified - 2 required (tick all that apply)	Photo ID Passport, Drivers Photo Licence, Blue Badge Proof of Residence Bank Statement, Utility Bill, Council Tax Bill	
Signature of member of Staff who received the application form		Date
Date account created		Date
Read Code X80zs	Add code and type "Patient has on-line access".	Date