**Chilwell Valley and Meadows Practice**

**Application for Access to General Practice Online Services**

**on behalf of another person aged over 16 years (Proxy Form)**

Please complete the following form in block capitals:

**Section 1:**

**DETAILS OF THE PERSON MAKING THE APPLICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Surname |  |  | First name |  |
| Date of birth |  |  | Email address |  |
| Address |  |
| Postcode |  |  |  |  |
| Phone No (home) |  |  | Phone No (mobile) |  |
| Relationship to the patient |  |  | Reason for requesting access |  |

## Section 2:

**DETAILS OF THE PATIENT**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Surname |  |  | First name |  |
| Date of birth |  |  |  |  |
| Age |  |  |  |  |
| NHS No |  |  |  |  |
| Address |  |
| Postcode |  |  |  |  |

**Section 3:**

**Does the patient have capacity to make decisions for themselves: Yes / No**

If yes, then consent must be obtained from the patient (go to Section 4), if no then go to Section 5

**Section 4:**

**Patient consent:**

I, <Patient Name>, give permission to my GP practice to allow the person listed on this form proxy access to the online service. I reserve the right to change my decision in granting proxy access at any time.

|  |  |
| --- | --- |
| Signature of patient | Date |

**Section 5: If patient does not have capacity**

|  |  |
| --- | --- |
| Do you have Lasting Power of Attorney for health & welfare (LPA) or Court Appointed deputy (CAD) for health & welfare? | Yes\* / No |

\*You will need to provide evidence of Lasting Power of Attorney

**Section 6:**

Person named in section 1, please read the following terms and sign below:

I wish to access the general practice online services selected below on behalf of the named patient and agree to the following conditions:

|  |
| --- |
| 1. I have read and understood the patient online services information provided by the practice (see end of document)
 |
| 1. I will be responsible for the security of the information that I see or download and treat all information seen as confidential
 |
| 1. If I choose to share the information with anyone else, I understand that this may be a breach of confidentiality

to the person concerned |
| 1. I will contact the practice as soon as possible if I suspect that the account has been accessed by someone without my agreement/who has not been granted access
 |
| 1. If I see information in the record that is not about the named patient, or is inaccurate, I will log out immediately and contact the GP practice as soon as possible
 |
|  |
|  |
| Signature: ……………………………………………. Date:……………………………… |

In order to keep your records as secure as possible please select **only** the services that you wish to use by ticking the appropriate boxes:

|  |  |
| --- | --- |
| Booking appointments | 🞏 |
| Requesting repeat prescriptions | 🞏 |
| Prospective access to medical record Only if you have LPA or CAD | 🞏 |

### For practice use only

|  |  |  |
| --- | --- | --- |
| Identity verified through(tick all that apply) | Vouching 🞏Vouching with information in record 🞏 Photo ID 🞏Proof of residence 🞏 | Date:  |
|  | **If under a Lasting Power of Attorney for health & welfare please scan forms & add as major active code****Reminder in home page** |  |
| Name of person who validated ID |  |  |
| Date account created  |  |
| Approval by GP | GP Name: | Signature: |
| Date: |  |

**Chilwell Valley and Meadows Practice**

**Patient Online Services Information for Patients**

**Patient Online Services**

Like all other general practices in the NHS we offer patients a variety of services accessible via the internet. We hope that this will make things easier for you and will help us to provide a more efficient service.

If you wish, subject to certain conditions, you can now use the internet to:

* book appointments
* request repeat prescriptions for any medications that you take regularly, and
* view elements of 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.

**Booking appointments online**

Access to the online booking system means that you can book appointments at any time, even if the surgery is closed. You can choose the time and date of an appointment.

**Requesting repeat prescriptions online**

Using the online prescription service you can order repeat prescriptions for medication that you take regularly where this has been authorised by your GP. You will see the list of medication that is available to you and can then select the one(s) that you need. You can also add a message for the practice if required. You then either collect the prescription from your nominated pharmacy directly or if required from the surgery.

The online system avoids the need for you to visit the surgery in person to deliver the repeat prescription slip, or to phone the surgery to make the request. However, a request for a repeat prescription online may be declined if you are overdue an appointment to review your medication or if you are requesting the medication more frequently than expected.

**Viewing your medical record online**

Being able to see your record online might help you to manage your medical conditions. It also means that you can access it from anywhere in the world should you require medical treatment, such as on holiday. You will have access to the following parts of your general practice medical record:

* Medications and allergies
* Immunisations
* Consultations, problem summaries and test results

You will not have access to your hospital records.

Although accessing your medical record can have several advantages it is also worth considering potential drawbacks:

* Misunderstanding: Medical records are written by healthcare professionals to ensure that you receive the best possible medical care. They are not written specifically for patients. As such they will sometimes contain medical jargon, technical terminology, or generic terms that may be misinterpreted or misunderstood. The practice will be happy to help explain anything that you believe is incorrect or causes concern.
* Upsetting information: There may be something you have forgotten about in your record that you might find upsetting. You may see test results or other information that is distressing before your GP has had the opportunity to discuss or explain things to you.
* 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.

**How to register for online access**

You can sign up for access to appointment booking, ordering medication and access to your medical record from 1.4.23 (or date of registration of the practice, whichever is the later) by downloading or accessing the NHS app.

For access to your records before 1.4.23 or date of registration at the practice, because your medical records are highly confidential and may contain sensitive information we will need to verify your identity before you are granted access. This means that you must make your application in person at the surgery. All applications are then reviewed to try to ensure that there is no reason that you should not be allowed access (such as rare occasions if your records were to contain distressing information, or if there are concerns that you may have been coerced into requesting access).

The application form requires you to sign a declaration that you have read the information in this leaflet and that you are prepared to agree to the specified terms which include the requirement to keep your login details and password safe and secure.

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.

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.

**The practice has the right to remove online access to services for anyone that fails to use them responsibly.**

**Accessing online services on behalf of someone else (Proxy access)**

If you have a child under the age of 11 then you can apply to have online access to services for them. You may be asked to provide evidence that you have legal responsibility for them.

Young people may occasionally wish certain medical information to be kept confidential, even from their parents. For this reason we automatically turn off access to all online services by parents of all children at the age of 11. A young person aged between 13 and 15 inclusive may apply for online access on their own behalf (appointments and prescriptions only) and such requests will be considered by a GP on a case by case basis.

We will consider requests for online access by a third party in other circumstances, such as by carers of patients with learning disability or dementia. However, we would still expect the patient to agree to this where they are capable of some understanding.

**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.

**Choosing to share your information with someone else**

It is 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.

**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>