

How to sign-up for online services

It is not hard to start using online services. Your surgery will need to check who you are to make sure you only see your record and not someone else's. Just like your bank or the post office when you pick up a parcel, your surgery wants to protect your records from people who are not allowed to see them. The steps below explain how this works.

1. Tell your GP surgery you would like to start using online services.
2. Your surgery will give you a short form to fill in and sign to confirm you agree with the information on the form.
3. Your surgery will then check you are who you say you are. They will do this in one of three ways:
 - Photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement.
 - If you do not have any ID and are well known to your surgery, a member of staff may be able to confirm your identity.
 - If you do not have any ID and are not well known to your surgery, they may ask you questions about the information in your GP record to confirm the record is really yours.
4. Your surgery will then give you a letter with your unique username and password. It will also tell you about the website where you can login and start using online services.

When you ask your surgery to register you for online services, they might discuss why you want to use these services. For example, if they think your record may be seen by someone who shouldn't see it, they might decide to give you access to book appointments or order your repeat prescriptions only. If your surgery thinks it's not in your interest to use GP online services, they will discuss their reasons with you.

If you forget your login details

If you lose or forget your login details, go to the website and click the 'forgotten details' button, then follow the instructions.

If this does not work, please contact your surgery.

Things to remember

- No one should force you to share your username, password or GP records. You have the right to say no. If someone asks to see your records and you don't want them to, tell your surgery as soon as you can.
- You can choose to let another person see your GP record, for example members of your family or a carer. To do this safely, speak to your surgery. Some surgeries are not able to do this at the moment but will do so in future.

- You can choose to stop using online services at any time by telling your surgery.
- If you change surgeries, you will need to register again for online services at your new surgery.

Learn how to use the internet

There are a lot of places where you can learn how to use the internet. Many are provided by local authorities, colleges and charities. A good place to start is your local library, but there are many others where you can learn for free, such as:

- UK online centres which help people learn how to use the internet and manage their health online. For more information and to find your nearest local venue, please go to www.learnmyway.com
- Age UK helps older people get online. For more information and to find your local Age UK centre please go to www.ageuk.org.uk or call Age UK advice line on 0800 169 2081.

Learn how to use GP online services

If you already know how to use the internet, you can take a short course on how to start using GP services online at [www.learnmyway.com/what next/health](http://www.learnmyway.com/what-next/health)

www.nhs.uk/GPonlineservices