Proxy access - Age maturity notifications

Age notifications are currently generated when patients with a proxy reach 11 and 16. This was requested and agreed with NHS England. We are working closely with NHS England to discuss future requirements which may see the notifications generated at age 13. We will update you on our progress and any potential changes in due course.

Age 11

Age maturity is part of the proxy functionality, meaning a proxy account will be restricted (access to book one appointment only) when the patient they care for

reaches the age of 11.

This is so a clinician can assess whether or not the patient is competent to manage their own account. The proxy user will be notified of this by email 3 months prior to the patient's birthday.

For patients under 16, there is the requirement to record their competency and understanding of managing their own account, prior to registering them as an online user.

Do one of the following:

- Record the competency code and register the patient for a self-associated account.

  You could then unlink the proxy user from the patient.

- Reactivate the proxy account by adding legal basis. When added, the Link status will revert back to Linked and the account will no longer be restricted.

  You need to switch patients for the status to update.

Email sent 3 months before 11th birthday

Dear **[name]**,

You currently have proxy access to **[patient name]**'s online services. This access will be restricted on **[date]**, when this child reaches the age of **[age]**. Please contact the practice if you want to continue to access this child's online medical record and online services after they reach the age of **[age]**.

This is an automatically generated email. Do not reply to it. Contact your practice if you have any questions regarding this email.

Regards,

[Practice name]

Email sent on the patient's 11th birthday

Dear **[name]**,

Your proxy access to **[patient name]**'s online services has been restricted because **[patient name]** is now **[age]** years old and has not explicitly provided consent to proxy access. Please contact the practice if you want to access this child's online medical record and online services.

This is an automatically generated email. Do not reply to it. Contact your practice if you have any questions regarding this email.

Regards,

[Practice name]

Age 16

A proxy account will be revoked when the patient they care for reaches the age of 16. The proxy user will still be on the system, but no longer linked to the patient. Patients over 16 are deemed competent to manage their own account. The proxy user will be notified of this by email 3 months prior to the patient's birthday.

In certain circumstances the proxy user may still need access to the patient's account. If this is the case, <u>add the proxy user</u> again in Registration.

Email sent 3 months before 16th birthday

Dear **[name]**,

You currently have proxy access to **[patient name]**'s online services. This access may be revoked on **[date]** when this child reaches the age of **[age]**, unless the child has given explicit consent to proxy access.

This is an automatically generated email. Do not reply to it. Contact your practice if you have any questions regarding this email.

Regards,

[Practice name]

Email sent on the patient's 16th birthday

Dear **[name]**,

Your proxy access to **[patient name]**'s online services has been withdrawn because this patient is now **[age]** years old and is assumed to be competent to make decisions on who should have access to their online services.

This is an automatically generated email. Do not reply to it. Contact your practice if you have any questions regarding this email.

Regards,

[Practice name]