



Consent to proxy access to GP online services

Note: If the patient does not have capacity to grant proxy access and proxy access is considered by the practice to be in the patient’s best interest, section1 of this form may be omitted.

Section 1

I,(insert patient name), give permission to my GP practice to give the following.....proxy access to the online services as indicated in section2.

I reserve the right to reverse any decision I make in granting proxy access at any time.
 I understand the risks of allowing someone else to have access to my health record
 I have read and understand the information leaflet provided by the practice

Signature of patient

Date

Section 2

Please tick

1 Online appointment booking	
2 Online prescription management	
3 Limited access to parts of my medical record	

Section 3

I/We..... (names of representatives) wish to have online access to the services ticked in the boxes in section 2 for(name of patient)
 I/we understand my/our responsibility for safeguarding sensitive medical information and I/we understand and agree with each of the following statements

Please tick

1 I/we have read and understood the information leaflet provided and agree that I will treat the patient information as confidential	
2 I/we will be responsible for the security of the information I/we see or download	
3 I/we will contact the practice as soon as possible if I/we suspect that the account has been accessed by someone without my/our agreement	
4 If I/we see information in the record that is not about the patient, or is inaccurate, I/we will contact the practice as soon as possible. I will treat any information which is not about the patient as strictly confidential	

PTO



Section 4

The patient

(This is the person whose records are being accessed)

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
Telephone number	Mobile number

The representatives

(These are the people seeking proxy access to the patient's online records, appointments or repeat prescription.)

Surname	Surname
First name	First name
Date of birth	Date of birth
Address	Address (tick if both same address <input type="checkbox"/>)
Postcode	Postcode
Email	Email
Telephone	Telephone
Mobile	Mobile



Patient Leaflet for Proxy Access

Proxy access on behalf of children

Our existing practice protocols for proxy access to children's paper-based records has been extended and tailored to include online record access. People with parental responsibility for children under age 11 normally have automatic rights to access their children's records, although not all parents have parental responsibility. Proxy access for parent and guardian to a child's record is a practice-level decision.

Parental access to a child's online service will be automatically inactivated on the child's 11th birthday. If access is still required the parent and child must visit the practice together to either resume parental access or activate access for the child independently.

Proxy access on behalf of another adult

To obtain proxy access a person must be registered for online access at the practice where the patient they are acting for is registered. Patients may choose to use online services such as appointment booking, ordering repeat prescriptions or access to their records. They may choose to share their account credentials with family, friends and carers (including a care home) but as part of their access application they must be advised of the risks associated with doing this. Proxy is the recommended alternative to sharing login details.

Self-Vouching

Vouching for a patient's identity requires an authorised member of the practice staff who knows the patient well enough to verify that they are who they say they are, and that no deception is taking place. Self-vouching will not be considered as usual practice and will be at the discretion of the Practice Manager.

Timescales

Practice Admin Team will be able to grant online Patient Access to patients who present with the correct identification, for appointments and medication on the same day.

If patients request access to their detailed coded information, they will be notified that it may take the practice up to 21 days to review their application and grant access if appropriate. This is a guide only and in some circumstances may take longer.



Considerations/Approval of Access

The practice will not approve on-line access to detailed coded information if it is deemed that it may cause physical and/or mental harm to the patient.

Patient records will be checked by trained members of staff within the practice whose names will be communicated internally.

Named staff will be responsible for checking if patients are on certain registers for example, learning difficulties, child protection or mental health registers or patients who have been identified as a possible victim/perpetrator of domestic abuse. Named staff will consult with the patients usual GP if required before access is granted /denied.

Mental Health Problems

- Patients within the Practice with a mental illness have as much right as any patient to have access to their records, however
- If there is a likelihood that access to their record may cause an individual physical or mental harm then it may be necessary to redact some of the information within their record, or
- In extreme circumstances, refuse access to the whole record, in this circumstance the named GP responsible for the care of the patient will have a conversation with the patient to explain the reasons for refusal of access.

Coercion

'Coercion' is the act of governing the actions of another by force or by threat, in order to overwhelm and compel that individual to act against their will.

If the patient believes that they may be pressured into revealing details from their record to someone else against their will, the practice will advise patients against registering for online services.

The practice will consider the risk of Coercion on a case by case basis as requests for access are received, and if necessary will decline access.

The patient's named GP will discuss with the applicant the reasons for refusal of access.

If coercion is identified as a risk with regard to a patient previously registered for online services, then access will be immediately removed.

Hiding sensitive consultations

All domestic abuse consultation will be highlighted as confidential and will therefore be removed from online viewing. It must be made clear to patients that anything they say in relation to this during a consultation will not be viewable online.

Any consultations of a sensitive nature may be highlighted as confidential. Access to online records will be on a patient by patient basis.



3rd Party Information

This practice will not share any information held within a clinical record that is deemed as 3rd Party Information without explicit consent from the 3rd Party. Any of our patients wanting access to these details must make the practice aware by submitting a Subject Access Request.