

Important Information – Please read before returning your online access form

If you wish, you can now use the internet/mobile phone to manage appointments with a GP, request repeat prescriptions for any medications you take regularly, look at your test results, immunisations, and medical records all online. Also, you can still call the surgery for any queries regarding the above services. It's your choice.

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 for any reason you cannot do this, we recommend that you contact the practice so that they can remove your online access until you are able to reset your password.

If you print out any information from your records, it will be your responsibility to keep this safe and secure. If you are at all worried about keeping printed copies safe and secure, we recommend that you do not make copies at all.

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of the following happening are very small, you will be asked if you have read and understood the following before you are given login details from our Staff Member.

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.

Misunderstanding Medical 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.

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.

The security of your data is extremely important to us, and we take our responsibility for its accuracy, safe-keeping, and confidentiality very seriously. All our staff receive training in confidentiality, and we comply with the General Data Protection Regulation (GDPR) and Access to Medical Records legislation. We will keep your data secure and confidential both within the surgery and online.

Patient Access is simply a web site that connects to our clinical system where your medical record is stored. Think of it as a window into your practice services. It is very important that you log out when you have finished using Patient Access and that you do not share your log-in details with anyone.

Patient Access is available for patients aged 16 and over. Parents can register for their children up to the age of 12. Once they reach the age of 12, we will suspend this access until they reach 16. This is in line with our child safeguarding policy.

Please check that your details are correct (name, address, phone numbers etc) the first time you log in and let us know if there are any problems. If you forget your password or username or suspect that your record has been accessed by someone else then please follow the links on the website to re-set your log-in details.