

AUDLEM MEDICAL PRACTICE

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Application for Proxy Access to online services

Please complete this form in black ink and capital letters.

Consent to proxy access to GP online services (for parents, carers, etc)

Note about capacity: If the patient does not have capacity to consent to grant proxy access and proxy access is considered by the practice to be in the patient’s best interest section 1 of this form may be omitted.

Section 1 (Patient to complete. NOT REQUIRED FOR UNDER 11 year olds or under)

I,..... (name of patient), give permission to my GP practice to give the following people

.....
proxy access to the online services as indicated below in section 2.

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 records.

I have read and understood the information leaflet provided by the practice

Signature of patient	Date
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Section 2

1. Online appointments booking	<input type="checkbox"/>
2. Online prescription management	<input type="checkbox"/>
3. Accessing the medical record for (name of patient)	<input type="checkbox"/>

Section 3 (representative / proxy to complete)

I/we..... (names of representatives) wish to have online access to the services ticked in the box above 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:

1. I/we have read and understood the information leaflet provided by the practice and agree that I will treat the patient information as confidential	<input type="checkbox"/>
2. I/we will be responsible for the security of the information that I/we see or download	<input type="checkbox"/>
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	<input type="checkbox"/>
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 being strictly confidential	<input type="checkbox"/>

Signature/s of representative/s	Date/s
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Patient ID Required

Two original forms of identity. One must be photo ID, Only Birth Certificate needed if Patient under 12 years

Representative/Proxy ID Required

Two original forms of identity. One must be photo ID the other with address on.

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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 / Proxy (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

For practice use only (check for patient and proxy requester)

The patient's NHS number		
Identity verified by (initials)	Date	Reception Staff checking - I.D for patient Two ID documents. One must be Photo ID (Receipt staff to check + vouch) <input type="checkbox"/> Under 12s -only birth certificate required (Receipt staff to check + vouch) <input type="checkbox"/>
		Reception Staff check – I.D for each proxy requester Two ID documents. One must be Photo ID (Receipt staff to check + vouch) <input type="checkbox"/>
Proxy access authorised by (Reg'd Dr only)		Date
Signature		
Date account created (by Management Team only)		
Date passphrase sent		
Level of record access enabled	Notes / comments on proxy access	
Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> All <input type="checkbox"/> Limited parts <input type="checkbox"/> Contractual minimum <input type="checkbox"/>		

If you are new to the practice we will not be able to grant access to Detailed coded Medical Records until your medical records have arrived from your previous practice and been reviewed by your new GP. Sometimes this takes in excess of 12 weeks.

Proxy Access Information Leaflet

How does it work?

We are able to offer you the option of allowing your family member (s) or Carer to view your electronic medical record held by the surgery. They are called 'proxies' because they are accessing your notes for you.

As well as your GP consultation notes, there are also links to information leaflets about diseases, tests, investigations, support groups and medications and links to websites such as NHS Direct and patient.co.uk where they can find more information to help them understand about what they read in your record.

What can they see?

The system allows your proxy to view the following areas of your medical record:

- A summary that gives you the most important and recent entries in your health record
- Consultations including: date, health-professional seen, reason for visit, history, examination, outcome, investigations, etc
- Allergies
- Patient information leaflets linked from the diagnoses in the medical record section
- Results showing recent investigations such as blood results, blood pressure and x-rays
- Some vaccinations
- Medications
- Letters to and from the GP

Where is confidential medical information held whilst the online medical record is being viewed and who has access to it?

The information your proxy views online comes from the Practices clinical system.

None of the medical information that is shown on the online system is held permanently on any computer except the servers of the clinical computer provider called EMIS which holds the original data for the surgery.

When your proxy logs off from the online system or if a problem occurs with the computer, for instance a power failure, all confidential information is cleared from the system. Using the online system does not allow any extra people to view medical information other than the people who would normally have access to it in the GP practice.

How will other people be prohibited from seeing the record?

To view your online record, your proxy must identify themselves with passwords and a User ID that only they know. Unless they reveal this information to someone else, they will be the only people able to access your medical record via the online system.

What if there is an error in the medical record?

If your proxy does find any errors in your medical record, they must inform the practice. If they see someone else's information, they should immediately exit from the system and inform the practice.

What if I don't want a proxy to register to use the online medical record viewer?

If you do not want a proxy to register to use the online medical record viewer, it will not affect your treatment or your relationship with your GP practice in any way.

Other considerations:

Before granting proxy access to your records, it is important that you look at both the advantages and disadvantages.

Advantages

Results

Your proxy can check any results or letters as soon as they arrive in the practice without ringing the surgery.

A&E or Outpatients

If you are going to see a healthcare professional in hospital, your proxy can print out the relevant information for you to take with you. This can be very helpful to the consultant

Security

It's as safe as internet banking **IF** they keep your passwords secure. They must not leave their passwords where they can be found.

Disadvantages

Forgotten history

There may be something in your history that you had forgotten. It might be information you had put to the back of your mind and now your proxy will know about it.

Complex information

The record is designed to be used by doctors for doctors. There will be abbreviations and technical terms.

What to do next

Carefully weigh up the advantages against the disadvantages. Consider, are there other issues that have not been answered for you?

It's up to the individual to decide if they want to give proxy access and not other members of the Family/ Carers.

If any of the disadvantages are a problem for you then Proxy Medical Record Access may not be for you. The treatment you receive or the relationship with your doctor will not be affected in any way by the decision you make.

Being able to choose to give access to records must be for the benefit of the patient.

If you wish to continue :

You and the person seeking proxy access will need to complete the Application for Proxy User Access and give it to the Reception staff, bringing along the relevant identifying documentation stated on the application form.

They will complete their section and forward it to the Management Team at the Practice to complete the process to give your proxies access.