

Things to consider before accessing your medical records

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

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.

Misunderstood 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 us 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 us as soon as possible.



Grove House Opening Times

Monday & Tuesday: 8am—6.30pm

Wednesday & Friday: 7am—6.30pm

Thursday: 7am—8pm

Heath Road Opening Times

Monday to Friday: 8.30am—6pm

Reception can be contacted by telephone:

Monday to Friday: 8.30am-6.30pm

We are closed on Saturdays, Sundays
and Bank Holidays.

If you need urgent medical advice or
treatment when the Practice is closed,

please call: **111**

Tel No: 01928 566561

Cancellation line: 01928 842577

(message facility only)

Website: www.grovehouse.co.uk

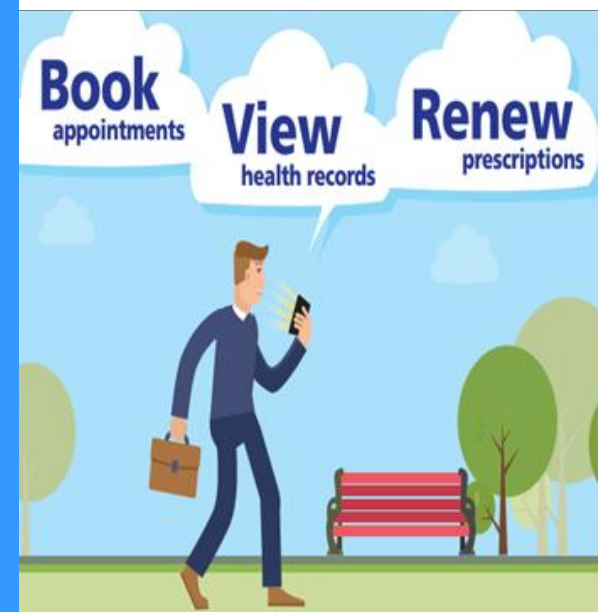
Last reviewed: June 2020

Patient Online

Patient Information Leaflet

Book appointments or
request repeat
prescriptions at a time
that is convenient to you

Grove House Practice
& Heath Road Surgery



What is Patient Online?

Patient Online at this Practice provides online access to a number of services for patients aged 18 and over:

- Making GP appointments
- Ordering repeat prescriptions
- Viewing a summary of your medical record

You can complete any of these actions using a computer, tablet or smartphone as an alternative to phoning or visiting the Practice.

What are the benefits of online services?

Online services allow you to book and cancel GP appointments or request repeat prescriptions at a time that is convenient to you – day or night. You don't need to travel to the surgery and can free up phone lines for people without access to a computer.

Online services are particularly helpful for people who live with a long-term condition such as Diabetes that needs regular monitoring and frequent prescriptions.



How do I access Patient Online?

This service is currently available for all patients aged 18 and over.

Even if you have already signed up to our online appointment and prescription service, you will need to fill in a short form, available at Reception before you can access your medical record.

You will need to bring in proof of your id. Please ask at Reception for further details.

How can I be certain that no-one else can get access to information from my GP record?

Only you will be given access to your record.

When you sign-up to Patient Online, you will be given a secure login and a password. These details are unique to you and, along with your personal information, will not be shared with anybody else unless you choose to let them see it. This is not different to how you would access other online services, for example banking.

Where is my information stored?

Patient information is stored within our clinical IT system and within the Practice paper records.

Will my carer be able to see my record?

This is entirely up to you. Once you've signed up for the service, you can choose whether or not to share your information.

How will you avoid patients being forced or misled into providing access to their information?

The Practice will look at each request for access to a record and do everything we can to make sure those requests are genuine and not being made under pressure. Sometimes it is in the patient's best interests for a relative or carer to have access and this is also something that will be looked at on a case by case basis at Practice level.

The Practice will refuse or withdraw access to a record if there are concerns.

If I don't have a computer, tablet or smartphone, what will it mean for me?

Online services are an extra option for those who wish to use them and will not replace the existing, other ways of contacting us such as by phone or in person.

By freeing up phone lines and reducing the need for people to visit in person, it is hoped that patients who don't have a computer will find it easier to contact us.

How do I get help with starting on the internet?

There are a number of different services for people who want help to get onto the internet. The best place to start would be your local library.