

Patient Online Access ...

Once you have an NHS number you will be able to register for online access. This will allow you to:

- Order repeat prescriptions
- Change your contact details
- View your consultations and test results – **FROM NOVEMBER 2023**. See FUTURE ONLINE ACCESS



We recommend that you register for the **NHS App**, as this will give you access to a variety of services across the NHS. <https://www.nhs.uk/nhs-app/about-the-nhs-app/>

You can register through the Online Services tab on this website.



Alternatively you can register for **Patient Access** – go to the Online Services tab and scroll down to Patient Access. We will need to see photographic ID, e.g. a passport or driving licence, in order to verify your identity and set up your online account. This is to ensure that online access is only given to you, and that your personal data is secure.

- If you have any difficulties registering contact the **Support Centre** on the Patient Access website.
- If you are locked out you will need to contact us to get your account re-set.
- You will need your own, individual email address to create an account.



FUTURE ONLINE ACCESS

From November 2023, if you have the NHS App, or other online access, you will be able to see **NEW** information as it is added to your medical record, including test results, reports, immunisation records and consultations.

You will only be able to view entries from **November 2023**, nothing before this date.

New patients will only see consultations from the date they first register at this surgery.

Benefits of having online access to your medical record

Having access to your own medical record is intended to enable you to be better informed about your health, and more involved in the management of any long term conditions. You will be able to see test results (once they have been checked by a doctor) without phoning the surgery, and you can view documents sent to us by the hospital.

If there is information that you don't understand

Medical records are intended for the clinicians who are involved in your treatment and may contain abbreviations or medical terminology which you don't understand. If there are things in your record that you don't understand, please use the NHS website to find out

what common abbreviations mean. <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/health-records-in-the-nhs-app/abbreviations-commonly-found-in-medical-records/>

The NHS App also has links to lots of very useful information. If you cannot work out what something means, please speak to your GP at your next appointment. Please note, we cannot book a GP appointment simply to explain medical terminology.

If there is information you think is incorrect

It is important that the information we hold about you is correct, and you can challenge information you believe to be incorrect. The doctors will record factual information and information you provide, as well as medical opinion and diagnosis. It may not be possible to remove consultations you disagree with, or find upsetting, but we will change errors or omissions, and will record your opinion if we cannot alter the content of the consultation.

When automatic online access is not given to patients

In order to keep people safe, and to avoid creating unnecessary anxiety or distress, it may be decided that, for some, having online access is not in their best interests. If this is the case for you, please discuss with your GP why you do not have automatic access to your medical record, and this can be changed if you agree this would be helpful.

ONLINE SECURITY

As with everything online, it is very important that you keep your log in details secure.



If you think that someone you know may obtain your log in details, and therefore be able to see your medical record, you may prefer to **not** have online access to your full medical record.

If you currently have online access to order medication, but you **do not** want online access to your consultations and test results, please let the surgery team know, and we can alter the settings on your account. This can be changed at any time, if you change your mind.

PREVIOUS MEDICAL RECORD

If you want to see your previous medical record you will need to submit a Subject Access Request. You will not be able to view this information online, it will be provided by email, or printed.

PROXY ACCESS

If you wish to have online access on behalf of someone else, e.g. your child, or someone you care for, you can request Proxy Access.

Children under the age of 11 years



In order to have access to your child's record you will need to provide photographic ID for yourself and your child.

Children aged 11 to 16 years

Once a child reaches the age of 11 a parent can no longer have automatic access to their medical record. They can have their own online account, or they can give their consent for you to manage their account. We have a simple form that your child can complete to demonstrate their competence to consent to this. If they are not able to complete the form, their capacity to consent will need to be assessed by a GP.



Children aged 16 years and over

Once a child reaches the age of 16, they will need to set up and manage their own account. They will potentially have access to their consultations and results, the same as adults, see **FUTURE ONLINE ACCESS**.

Adults and young people over the age of 16

If you are the carer of an adult or young person, or you are helping to manage the care of an elderly or disabled friend or relative, you can request Proxy Access, if they can give their express consent. This will enable you to order their medication but not see consultations or results.

If you are caring for someone who *cannot* give consent, please discuss this with your GP or the Reception Manager.

Care Home residents

We have forms for people who live in residential care homes which can be completed by the patient themselves, or a person who has Power of Attorney, so that medication can be requested online by a member of the care home staff.

OTHER ONLINE SERVICES – CONTACT US

In March 2022 we introduced a 'contact us online' form on our website www.redhousesurgery.nhs.uk

You do not need anything to be 'set up' for this to be used, it can be completed and submitted by any patient, or parent/carer of a patient. You do not need a passcode or PIN number, you just answer a few short questions and submit the form. Someone will contact you within one working day.

ORDERING MEDICATION



You can order any medications on your repeat list via **Patient Access** or **NHS App**, and leave a brief message with your order.