
**Shall I give
Permission
for
Proxy Access?**



What does it mean?

A Guide

How does it work?

We are able to offer you the option of allowing your carers 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 pressures 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 Thornton Practice's clinical system. This information is encrypted and securely sent to their computer.

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.

On the Test Results page some readings may be recorded differently in the Normal/Abnormal column from how they are in the 'Comments' section of the same page. The readings in the column are automatically generated by the laboratory but the Comments are those made by one of our GPs here at The Thornton Practice. They may differ because that result is normal or abnormal **for you**. This is not an error. All test results received from the lab are reviewed by our doctors.

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. (The printing facility is only available in Internet Explorer.)

Nursing and Care Homes

For people in nursing or care homes, proxies can monitor the care of their patients. Records of visits by doctors along with comments by the doctor will be recorded here. It also allows prescriptions to be ordered efficiently, and letters to and from consultants to be read as soon as they arrive. Ordering prescriptions electronically is both safer and quicker for patients, staff and doctors. Requests made verbally or in writing usually take a few days to be authorised and dispensed because of the additional safety steps that must be taken. Prescriptions requested electronically are usually authorised the same day as the request is made. Fewer prescribing errors occur when people have their prescriptions managed online.

Saving time

For most people there is never enough time – doctors and nurses included. Much time can be saved as well as ordering prescriptions via the net, by checking blood test results, x-rays or letters. The proxy will be able to check.

Better understanding

If your nurse or carer did not fully understand the conversation with the doctor or nurse at the visit, they can look at the record of that consultation. Carers have found that this makes the discussion easier to understand and remember.

Medication information

Your proxy can easily check details about any medication you are taking. They can check what results mean and read up on a condition by using the links provided.

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. However, nurses will understand the clinical terms and most carers will understand most of what they read. The information buttons linked with the problem offer detailed explanations.

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.

If any of the disadvantages are a problem for you then 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.

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

If you wish to register for online medical record access:

You will need to complete the Application for Proxy User Access and give it to your nursing staff. They will complete their section and forward it to The Thornton Practice to complete the process to give your proxies access.

The Thornton Practice
Thornton Medical Centre
Church Road
Thornton Cleveleys
FY5 2TZ

Phone: 01253 956282

Email: fwccg.thorntonpractice@nhs.net
