**PATIENT MEDICAL RECORDS ONLINE**

**FREQUENTLY ASKED QUESTIONS**

**Test Results**

* Why may a result say it is abnormal but no action required?

The clinician may have already treated the condition or it might be that a result is outside the normal range but there is no specific action needed at this time.

* Why might a test result say you need to contact me, but I haven’t heard from you?

Please allow up to 5 working days for us to contact you.

Abbreviations

Clinicians often use abbreviations to document clinical terms. This link provides an explaination of many common ones: [Abbreviations you may find in your health records - NHS App help and support - NHS (www.nhs.uk)](https://www.nhs.uk/nhs-app/nhs-app-help-and-support/health-records-in-the-nhs-app/abbreviations-commonly-found-in-medical-records/)

**Diagnosis**

* I do not agree with a diagnosis on my medical records?

If you are unsure about a particular diagnosis, you should arrange to discuss it with the clinician who originally added it. If the issue is not urgent, you may wish to wait until you next see the GP.

* There’s a diagnosis on my notes that was later found to be inaccurate. Why is it still there?

If a patient is diagnosed by a clinician as suffering from a particular illness or condition, but it is later proved that this is not the case, it is likely that their medical records should record both the initial diagnosis (even though it was later proved to be incorrect) and the final findings. Whilst the medical record shows a misdiagnosis, it is an accurate record of the patient's medical treatment. As long as the medical record contains the up-to-date findings, and this is made clear in the record, it would be difficult to argue that the record is inaccurate and should be rectified.

**Missing entries**

* Why can I not see a consultation or letter I had?

You may sometimes expect to see an entry such as a consultation or letter. Where entries contain personal information of other people, we are required to keep these private to protect the individual.

Sensitive entries such as safeguarding matters may not be visible to protect the individuals concerned.

**Information you think is wrong**

* I don’t agree with something in my notes, what can I do?

The Practice staff always try to add their medical notes during or shortly after a consultation to make sure they provide the most accurate record they can of what happened during the consultation. There will often be differences in exact recollections between two people but hopefully the important facts can generally be agreed upon. Where there are factual inaccuracies there is a right to rectification, and amendments can be added to notes highlighting where you contest the stated facts. You can find more information about this on the ico.org.uk website by searching under “Right to Rectification’.