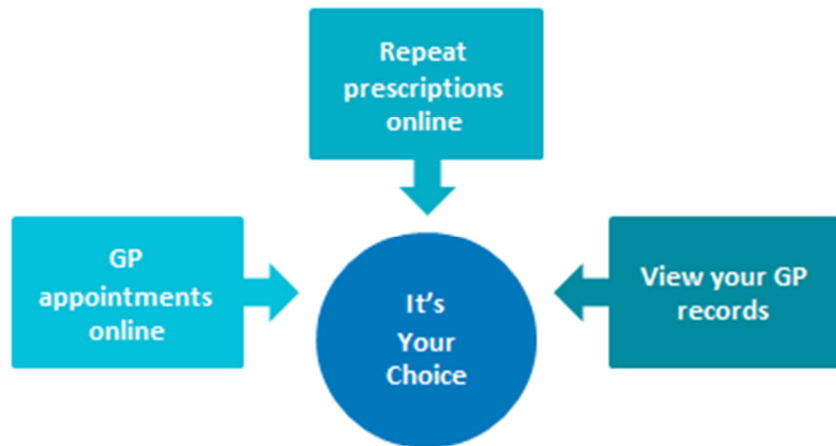


Online Access Information Leaflet for Patients

If you wish to, you can now use the internet to book appointments with a GP and request repeat prescriptions for any medications you take regularly. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.



It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

Before you apply for online access to your record, there are some other things to consider

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following information before you are given login details.

Things to consider:

Choosing to share 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.

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 the practice as soon as possible.

For more information about keeping your healthcare records safe and secure, you will find a

helpful leaflet produced by the NHS: [‘Keeping your online health and social care records safe and secure’](#)

Patient Frequently asked Questions

What is Patient Online?

Patient Online services will give you the option to:

- Make appointments online
- Order repeat prescriptions online
- View your medical record online

You will be able to complete these actions using a computer, tablet or smartphone rather than having to phone or visit your practice.

What are the benefits of online services?

Online services will allow you to book and cancel appointments or request repeat prescriptions at a time that is convenient to you – day or night. It can also mean not having to travel to the surgery; and can free up phone lines for people without access to a computer.

Practices tell us that online access helps to manage appointments and telephone calls more efficiently and patients find it convenient and accessible.

Why are you doing Patient Online?

The NHS has consulted with individual patients and patient groups over the last four years. Many patients have said that they want to see their records, want to be more involved in their own care, and wish to be involved in deciding on the best way they are treated and cared for. Patient Online is part of making this happen. Online services are an additional way of accessing services for those patients who want it.

How can I get online access?

You will need to fill in a short form and bring proof of your identity into your GP surgery so that they can provide you with logon details and with a password. We accept the following forms of ID:

- Photo ID (passport or driving licence)
- Proof of address (bank statement or utility bill)

Please speak to the Receptionist who will advise you how to do this.

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 the IT system your general practice uses and within the practice paper records.

Will my carer be able to see my record?

If you want your carer to see your record this can usually be set up for you. Please contact your practice to talk about what you need to do.

Children and young people's access:

Parents may request proxy access to their child's detailed care records until the child reaches the age of 11, when this will automatically cease. Between their 11th and 16th birthday most children will become competent to make the decision about whether anyone should have proxy access for them. People aged 16 or above are assumed to be competent to make an independent and informed decision. Parental proxy access may be reinstated if, after discussion with the parent(s) requesting access, the child's GP believes that proxy access would be in the child's best interest.

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

GPs will look at each request for access to a record and do everything they can to make sure they 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.

GPs are able to refuse or withdraw access to a record if they have concerns.

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

Online services are an extra option for those who wish to use them and will not replace other ways of contacting your practice 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 their practice.

Is there any help in getting started on the internet?

There are a number of different services for people who want to get onto the internet. Many are provide by local authorities, colleges and charities. The best place to start would be your local library.