

# Patient Online Record Access

## Information leaflet for patients

April 2024

### How do I request access?

To get access to your online medical record, you first need online access through the NHS app or another NHS-approved third-party app. To gain online access, please enquire at Reception.

Once you have online access, please ask at Reception and you will be provided with a registration form to enable your online medical record. Once returned with a form of photo ID, your request will be reviewed by the Practice and you will be notified once your access is live.

### What will I be able to see?

Your online medical record will include 'prospective data' from the date that you register for access. This means that you will be able to view all new information entered into your medical record going forward. In line with NHS guidance, you will not be able to view historical data (data before the date that you register for online service), this includes information from your last GP Practice that you may have had access to before you changed practice.

Your online patient record will include:

- Consultations & Diagnoses
- Medications & Allergies
- Pathology and Imaging results
- Vaccinations
- Practice-generated correspondence

To access letters and discharge information sent by the local hospitals, you can request access via the two websites below:

Derby and Burton Hospitals: <https://www.uhdb.nhs.uk/patient-portal/>

Nottingham University Hospitals: <https://www.nuh.nhs.uk/my-online-care/>

### What won't I be able to see?

The Practice is responsible for protecting both patients and the data held within their records. In the event there is information that may be considered harmful to a patient's wellbeing, or information relating to other third parties, within a patient's record, it is the Practice's legal duty to remove these entries from the online record.

### New patients

If you are a new patient and have previously had access to your online medical record, any information that you could previously see will no longer be visible once you register for online access with our practice. If you previously had access to your online medical record, you will need to re-register for online services with our Practice.



Comprising of: Adam House Medical Centre; Aitune Medical Practice; Eden Surgery;  
Gladstone House Surgery; Littlewick Medical Centre; Moir Medical Centre;  
South Street Surgery; West Park Surgery