

Manor Brook Medical Practice

Online Services Records Access - Patient information leaflet

'It's your choice'

If you wish to, you can now use the internet to request appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online.



You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

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

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

Choosing to share your 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.

Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

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.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

Subject to approval of your Online Service Registration Form, 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.

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 does not use them responsibly.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet **produced by the NHS in conjunction with the British Computer Society:**

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

PLEASE NOTE: ALL APPLICATIONS ARE APPROVED BY A DOCTOR.

Patients who give consent for us to email you your log in details, please look out for the email as this does not come from the surgery.

It will be sent from NoReply@yourHealthCareProvider and the email subject will be: Your Health Care Provider.

These emails can go into your spam/junk folder so please check all folders

Manor Brook Medical Practice
117 Brook Lane, London SE3 0EN
Tel: 020 8856 5678

Patient Online: Access to GP online service registration form
**** OVER 13 ONLY** (PLEASE USE BLACK INK AND WRITE IN CAPITAL)**

Surname		NHS No:	
First name			
Date of birth			
Address			
Email address			
Tel No (home)		Mobile number	

Please make sure that your mobile number and e-mail address is correct if not:

I agree that my patient access login details are sent to the above e-mail Yes ☐ No ☐

You will automatically receive access to booking and cancelling GP appointments, requesting repeat prescriptions and allergies.

I wish to have additional access to the following online services (tick all that apply): -

Results of investigations	<input type="checkbox"/>
Immunisation history	<input type="checkbox"/>
Problems	<input type="checkbox"/>
Consultations, Medication, Investigations	<input type="checkbox"/>
Documents	<input type="checkbox"/>

Application for online access to my medical record

I wish to access my medical record online and understand and agree with each statement (**please tick all items, sign and date or this application cannot be processed**)

1. I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
5. If I see information in my record that it not about me, or is inaccurate I will contact the practice as soon as possible	<input type="checkbox"/>

Signature		Date	
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For Practice use only (Please forward the completed form to registered GP)

Patient NHS number		Practice computer ID number	
Identity verified by (Name)	Proof of Address: <input type="checkbox"/>	Vouching <input type="checkbox"/> Photo ID Passport <input type="checkbox"/> Driving Licence <input type="checkbox"/> ID Card <input type="checkbox"/> Other <input type="checkbox"/> (Please specify)	
Authorised by		Date	
Date account created			
Date passphrase sent			
Level of record access enabled <div style="text-align: right;"> Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> All <input type="checkbox"/> Limited parts <input type="checkbox"/> Contractual minimum <input type="checkbox"/> </div>		Notes / explanation	