

Wolstanton Medical Centre

A part of Newcastle Central Primary Care Network

GP ONLINE SERVICES & NHS APP ACCESS INFORMATION LEAFLET



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Providing NHS services

“It’s Your Choice”

Introduction

GP Online Services are a convenient way for you to manage your healthcare without needing to visit or call the practice. These services allow you to book and cancel appointments, order repeat prescriptions, and access parts of your medical record using a computer, smartphone, or tablet.

You can access these services through platforms such as the **NHS App**, the **NHS website**, or approved patient-facing systems such as **Patient Access**. These tools are secure, free to use, and available 24/7.

Using online services is completely optional. If you prefer, you can continue to contact the practice by telephone or in person for all of your needs. Choosing not to use online services will not affect the quality or availability of your care. It’s entirely your choice.

What Services Are Available Online?

Once you are registered, you may be able to:

- Book and cancel GP appointments at your convenience
- Request repeat prescriptions for your regular medications
- View your current medication list and allergies
- Access test results, such as blood test results
- View parts of your GP health record, including diagnoses, consultation notes, immunisations, and referrals
- Access letters or documents sent to or from your GP (if enabled)

View your NHS number, organ donation preferences, and COVID vaccination status.

The services you can access may vary depending on your GP practice’s system and the permissions granted to your account.

What are the Benefits of Online Access?

Online services offer several benefits to patients. They allow you to take greater control of your healthcare by giving you access to information and services when and where it suits you.

By reviewing your record, you may gain a better understanding of your health conditions, recent treatments, and what to expect going forward. This can be especially helpful if you are managing a long-term illness, attending multiple appointments, or coordinating care with other services.

Online access also allows you to manage your health while travelling, including when abroad. In an emergency, this could help you provide essential information to a healthcare provider if needed. Using these services also reduces waiting times for basic tasks like booking an appointment or requesting medication, helping the practice run more efficiently.

How to Register for Online Services

You can register for online access by downloading the **NHS App** on your smartphone or tablet. The app is available through the Apple App Store and Google Play Store. To set up your account, you will be asked to verify your identity. This may include scanning a valid photo ID and recording a short video for identity confirmation.

Once verified, you will be able to link your account to your GP practice and begin using the services. If you prefer not to verify your identity through the NHS App, you can request access through the practice directly by completing an **Online Access Request Form**. You will be asked to present identification in person. If you don't have photo ID, a health professional who knows you, like your GP or nurse, may be able to confirm your identity for you. This way, everyone can access NHS online services safely.

Once registered, you will receive login credentials by email, and you will need to create a secure, private password.

Your Privacy and Security

Your online access is protected by NHS security systems and encryption. It is essential that you take care to keep your login details and password private. You are responsible for ensuring that your information is kept secure.

If you believe someone else has accessed your record without your consent, you should change your password immediately. If you are unable to do so, please contact the practice so that your online access can be disabled until a new password is set.

If you choose to print any part of your health record, it is your responsibility to store that information securely. If you are not confident in doing this, it may be safer to avoid printing sensitive information.

The GP practice reserves the right to remove online access if it is misused, if safety concerns arise, or if there are risks related to confidentiality or coercion.

What Might Not Be Included in Your Online Record

While online access allows you to view parts of your GP record, some information may not be available online. For example:

- Hospital test results, letters, or documents that haven't been shared with or filed by your GP
- Administrative notes
- Sensitive entries that the practice may restrict to protect your wellbeing
- Historical (past) records if you have only been granted prospective access

Free-text notes that contain confidential third-party information or sensitive content

If you notice something missing or unclear, please speak to the practice. You may also request access to older records or full medical history by making a **Subject Access Request (SAR)**.

Things to Consider Before Signing Up

Before applying for online access, it's important to carefully consider the implications of having direct access to your medical record. Although the risks are low, we advise that you read the following considerations:

Forgotten History

You may encounter parts of your record that refer to past diagnoses, treatments, or personal events that you had forgotten. These entries could be emotionally difficult to revisit without the support of a healthcare professional.

Abnormal Test Results or Distressing Information

Some patients may see test results, scan reports, or letters before their GP has had the opportunity to review or explain them. This could cause distress or worry, especially if you are viewing the record out of hours and are unable to speak with a clinician.

Misunderstanding Clinical Language

Your medical record is written primarily for healthcare professionals and may contain technical or clinical terms. These may be difficult to interpret or seem concerning. If you are unsure about what you are reading, please speak to a GP or nurse who can provide clarification.

Coercion and Control

You should not sign up for online access if you are concerned that someone may force you to share your health record or log in on your behalf. Coercion can happen in situations involving domestic abuse, family conflict, or mental health vulnerability. If you are in any doubt, please speak with the practice before registering.

Sensitive or Confidential Information

Some parts of your record may contain sensitive information such as safeguarding notes, mental health history, or social care involvement. If you would prefer not to see these entries online, you can request for specific content to be hidden from view. This information will still remain part of your full clinical record.

Viewing Someone Else's Information

You should only see your own health record. If you accidentally come across information about another person, please log out and notify the practice immediately. This helps us protect the confidentiality of all patients.

How you can stop the service

Using online services is a safe, secure, and efficient way to manage aspects of your healthcare. It can save you time, help you better understand your health, and allow you to access your information anytime, anywhere.

You can choose to stop using online access at any time. Simply inform the practice, and we will remove your access. This decision will not affect your medical care or how we communicate with you in the future.

In some cases, the practice may limit or remove online access if there are safeguarding concerns, misuse, or data protection risks. These decisions are made in the best interests of your health and safety.

Proxy Access

To be given proxy access, a representative must have the informed consent of the patient or, in cases where the patient does not have capacity to consent, the GPhas decided that it is in the best interests of the patient for them to have proxy access. The Practice can refuse or withdraw proxy access at any time if they assess that it is in the patient's best interests.

Patients aged 16 or above are assumed to have the capacity to consent unless there has been an assessment to indicate they do not. Young patients between the ages of 11 and 16 who are judged as having capacity to consent by their GP may also consent to give proxy access to someone else. To learn more please read our Proxy Access leaflet.

Need More Help?

If you need help setting up your online account, understanding your record, or making changes to your access, our team is happy to help. You can:

- ⇒ Speak to one of our NHS App Ambassador's at reception or the Practice Manager
- ⇒ Visit: www.nhs.uk/nhs-app for general NHS App support
- ⇒ Contact NHS App Support: www.nhs.uk/contact-us/nhs-app-contact-us

**Helpful Website Links for further NHS
Online Access Information**

www.nhs.uk



[What are GP Online Services?](#)



[Information for adults who want help with GP services - NHS](#)



[Getting started with the NHS App - NHS App help and support - NHS](#)



[Online Services - Wolstanton Medical Centre](#)

This leaflet is based on NHS England's "Patient Online: It's Your Choice" guidance and reflects RCGP best practice for patient access to GP online services.