**Access to Online Services Patient Information Leaflet**

Important Information – Please read before completing a Patient Online Registration Application Form

**What is Patient Access?**

Patient Access is a website and mobile app which gives you access to a range of GP services online, as well as access to your health records.

Using Patient Access will allow you to:

- Book your GP appointments from the website or app

- Order your repeat prescriptions directly from the website or app

- Access to your medical records

**What are the advantages for me?**

You will be able to book appointments online, order repeats and change information online. You will be able to see what medication you are taking and any allergies you may have.

**How do I register for patient access?**

Please complete the Patient Online Registration Application Form and return to the surgery along with two forms of identification.

There are two types of access available:

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| Basic Access | Book appointmentsOrder repeat medicationsAccess your ‘core summary medical record’ including medication, allergies & adverse reactions and immunisation history |
| Advanced Access – in addition to the above | Access to detailed coded record including:Results, Problems, Diagnoses and ProceduresClinical documents. |

**What identification do I need?**

In order to complete your request to view your medical record online, you will need to have two forms of ID; one photographic (i.e. passport, driving license) and one with proof of address (i.e. driving license, bank statement or utility bill) no more than 3 months old.

**Is it secure?**

Once your registration has been processed, you will be given a Pin by our reception team. This is only valid for 7 days. If you do not register within 7 days, the Pin will become invalid and the process will need to be repeated. When you have registered for patient access, it is your responsibility to keep your ID and password safe and not reveal it to anyone. Only the surgery will have information relating to your log in. Everything is audited; all log-ins to patient access and everything that is viewed is recorded. Should you feel your account has been accessed without your permission or unlawfully, you should contact the practice straight away to deactivate your account.

**Choosing to share your information with someone**

It is up to you whether or not you share your information with others – perhaps family members or carers. It is your choice, but also your responsibility to keep the information safe and secure.

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.

**What are the risks for me?**

In the future, you may have the ability to view your full record, but please remember that there may be something in your record that you do not want to be reminded about.

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| Forgotten History | There may be forgotten history, (something in the past) that you may find upsetting. Some of the language may be difficult to understand. |
| 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. |
| 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. |

**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.

**Inappropriate use of the system**

The practice will be monitoring the use of the service.We would consider inappropriate use of the online system as

* Sending inappropriate/abusive messages
* booking appointments and not using them
* booking appointments for other people under your name
* consistently booking inappropriate appointments with the GP

Should we feel a user is abusing the system, we have the right to revoke their access.

**Online Access to patients under the age of 18**

Unfortunately, we are unable to provide parents access to their children’s record. Children under the age of 16 (normally within the ages of 12-16) will be considered to be “competent Minors” and may give or withhold consent for parents to access their records. Therefore, we are only allowing patients to view their online medical record if they are aged 18 or over due to confidentiality. If you feel you should be able to view your Childs record please contact the surgery to discuss this.