**Proxy Access to GP Online Services**

Important Information – Please read before completing a Consent to Proxy Access to GP Online Services from

**What is Proxy Access?**

Patients may choose to use ‘Patient Access’ (online services) such as appointment booking, ordering repeat prescriptions or accessing their records. Patients may choose to share their account credentials with family, friends and carers (including a care home) however, this is not recommended by the practice. Patients who choose to share their login details informally should be aware that there will be no audit trail of access to their record by their proxy and therefore it will not be clear who has been accessing their online records.

Proxy access is the recommended alternative to sharing login details where a named individual is given their own set of login details for to access the records of another patient.

Formal proxy access can be given either with the patient’s express consent or, in cases where the patient lacks capacity to make this decision, the GP may authorise proxy access for the best interests of the patient. This will be decided on a case-by-case basis at the discretion of the GP.

Legitimate reasons for the practice to authorise proxy access without a patient’s consent include:

The patient has been assessed as lacking capacity to make a decision on granting proxy access and…

* has registered the applicant as a lasting power of attorney for health and welfare with the Office of the Public Guardian; or
* the applicant is acting as a Court Appointed Deputy on behalf of the patient; or
* in accordance with the Mental Capacity Act 2005 code of practice, the GP considers it in the patient’s best interests to grant the requested access

The GP will review requests for Proxy access on an individual basis. Proxy access will not be granted / will be withdrawn if:

* The patient has previously expressed a wish that if they lose capacity, proxy access should not be granted to the individual;
* It is not in the best interest of the patient;
* A GP or other health professional suspects that the patient is vulnerable to or already subject to coercion;
* The practice staff believe that there is a risk to the security of the patient’s record by the person being considered for proxy access and record their concern; or
* The patient withdraws their consent to allowing proxy access to the Patient Online Services

**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.