

## Application for online access to my medical record

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
Telephone number	Mobile number

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

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record	<input type="checkbox"/>

I wish to access my medical record online and understand and agree with each statement (tick)

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 is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>

Please note that this practice is only responsible for the data entered since you registered with us. It is still your right under DPA 1998 to request any factual amendment, no entry can be removed but your comment will be recorded.

Signature	Date
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### For practice use only

Patient NHS number		Practice computer ID number	
Identity verified by (initials)	Date:	Method	Photo ID and proof of residence <input type="checkbox"/> Photo ID (existing patients) <input type="checkbox"/> Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/>
Authorised by :		Date:	
Date account created			
Date passphrase sent			
Level of record access enabled	Contractual minimum <input type="checkbox"/> Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> All <input type="checkbox"/> Limited parts <input type="checkbox"/>	Notes / explanation	

## Online Services

### Appointments

- GP
- Practice nurse
- Healthcare assistants

When booking a GP appointment, we have two options available:

- **GP Appointment (in person)**
  - o *There are some appointments that we are unable to offer online booking for as they may take longer than 10 minutes. This includes, but is not limited to, antenatal checks, postnatal checks, baby checks and medical reports. If you are unsure if your appointment can be booked online please contact reception.*
- **GP Call Back (telephone consultation)**
  - o *A GP will call you back within two hours of the appointment time. If they are unable to get hold of you, they will try twice more. We are unable to deal with: lumps, bumps, new rashes, children under the age of two, controlled drug requests, palliative care, home visit requests, travel advice, appointments requiring translation services or patients calling from abroad.*

We are trialling the booking for practice nurse and healthcare assistants, currently patients are able to book smear, contraceptive pill checks and blood pressure appointments.

### View Your GP Record

- Problems
- Consultations
- Immunisations
- Allergies
- Test results – Please be aware when viewing your test results that your result might be abnormal, however this might be normal for your condition. Check the doctor comments for further information
- Documents

**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 record may be technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.**

### Repeat Prescriptions

Manage your prescriptions without having to come to the surgery by ordering them online. You can also choose a nominated pharmacy for your prescription to be sent to electronically, make this request when you order online or speak to someone at the surgery for this to be set up.

Please allow 2 working days for your prescription to be issued and ready to collect.

**Download the 'Patient Access' app to your mobile phone**

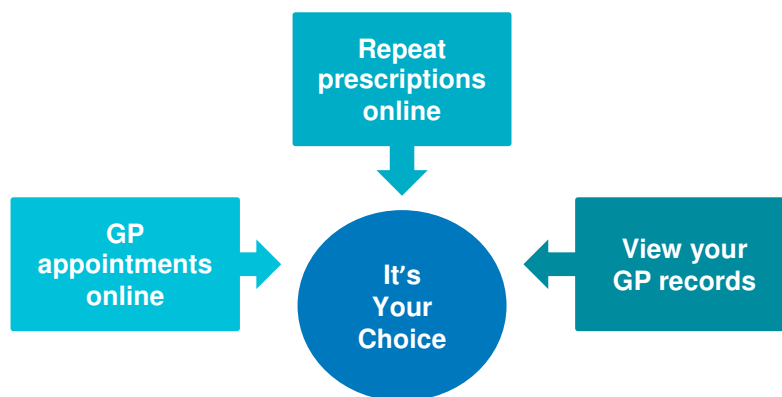
## Online Services Records Access Patient information leaflet 'It's your choice'

If you wish to, you can now use the internet to book 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.

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.

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 – unless you choose to share your details with a family member or carer.

**The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**



**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.**

## Before you apply for online access to your record, there are some other things to consider.

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.

### 1. Things to consider

#### 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.*

### 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>

For more information on Patient Online Services please check:

<http://myrecord.org.uk/>

For information on how to understand your test results please check:

<http://labtestsonline.org.uk/>