

Patient Online Access to Online Services

The practice provides online access for patients to book appointments, review and request medication repeats and view medical records.

Application Process

Patients need to make an application in writing, by completing the practice's application form and supplying ID verification. Patients are also advised to read the patient online services information sheet, on the reverse of this guide, before completing their application.

ID Verification

ID verification is required to ensure that access is granted to persons that have a legitimate reason to access the medical record and supports the practice in adhering to information governance guidelines.

To qualify for this service patients must supply two forms of documentation, to prove identity and address. Preferably one should be photographic such as a passport or photo driving licence. Bank statements and utility bills should be issued within the last three months. A photo driving licence counts as one form of ID. 16-18 year olds can supply an official UK photo ID card as one form of identification. Please ask at reception for a list of acceptable ID. Other forms of ID will be considered at the discretion of the Practice Manager or Patient Services Manager.

Parents or Guardians applying for access for children under 11 years of age will also need to provide evidence of their relationship to the child (a birth certificate or other evidence of parental or legal responsibility for the child)

Housebound patients

We will send an application pack to housebound patients on request. Housebound patients need to return a completed application form and arrange for a trusted person or carer to bring their ID to the practice. We can also send a text link that housebound patients can use to upload their application form and ID. Please submit an admin triage request via the website for the Patient Services Manager for further advice on arranging online access if you are housebound.

Timescales

Online Access for Appointment, Medication, Summary Care and Detailed Coded Records to include test Results:

Upon receiving an application it normally takes the practice around 5 to 10 working days to organise an online services account with this access.

Online Access for GP Medical Records:

We aim to take up to 28 working days from receiving your request before we provide full access to medical records. This is a guide only and in some circumstances, it may take longer. We will try and keep you updated if this request will take longer than 28 days. This may be because you have a large record that may take us more time to check, we may have received a lot of requests or in the case of newly registered patients, the practice will need to wait until all your GP records have been transferred from your previous GP practice.

There are different forms of full record access to select:

Prospective Access – this is access to your full record from the day you submit your application. This access then becomes ongoing.

We would suggest that you choose detailed coded access and prospective access to begin with unless you specifically need to see your complete medical record.

If you need access to your full GP medical record then there are two options available.

1) Access to all your full electronic GP record. These records exist from around 2000 onwards and should provide you with full information on current active conditions, consultations, medical letters and results. You will be able to see new information as it arrives on your record.

or

2) Access to your full electronic and paper GP record. For this request we may need to digitise and summarise your paper records. Depending on the size and complexity of your record this can take at least a month as long as we have not received a large volume of requests.

To arrange either of these two options for full access you need to contact the Patient Services Manager, Jutta Rawsthorne in the first instance. Please submit an admin request via the online triage system.

Considerations/Approval for Access

The practice reserves the right to deny access or review and remove access at any point in the future if it is thought that it is in the best interests of the patient or if the services are being misused. Access granted to parents or guardians for online services for children will automatically be disabled when the child reaches the age of 11. Children from the age of 16 can apply for online access.

The practice will not share information held within a clinical record that is deemed as 3rd party information without explicit consent from the 3rd party. If you have any further questions then please contact the Practice Manager.

Patient Information Leaflet - Accessing GP Services and Records Online

Practices are working to support our patients so they can access and manage their GP services and medical records online.

However this requires additional considerations as outlined in this guide.

You will be asked that you have read and understood this information sheet when you complete your online application.

The practice will also need to verify your identity.

Please note:

- **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 may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

Key considerations

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 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.

