

## **Patient Online Access to Detailed Coded Patient Records Application Guide**

### **Introduction**

From March 2016 the practice will consider requests from patients to have access, via Patient Online Services, to information that is held in coded form on their patient records.

### **Application Process**

Patients who already have an online services account will need to make an application in writing, by completing the practice's application form for access to coded records 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. Those patients who do not currently have an online services account will first need to complete a separate application to have an online services account set up.

### **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 security 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 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, Deputy Practice Managers or IT and Data Manager.

### **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.

### **Timescales**

Upon receiving an application it will take the practice up to 21 working days to review a request and grant access if appropriate. This is a guide only and in some circumstances it may take longer – for example, 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.

### **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.

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

## Patient Information Leaflet - Accessing GP Services and Records Online

Practices are increasingly enabling patients to be able to request repeat prescriptions and book appointments online.

Some patients may wish to access more information online and contractually from 1<sup>st</sup> April 2015 practices are obliged to assist access to medications, allergies and adverse reactions as a minimum and from the 1<sup>st</sup> April 2016 coded data.

However this requires additional considerations as outlined in this leaflet. You will be asked that you have read and understood this leaflet before consenting and applying to access your records online. 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 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.

