

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 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 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 IT and Data 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.

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 working days to organise an online services account with this access.

Online Access for GP Medical Records:

We normally take up to 28 working days from receiving your request before we provide this access. 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 (for example to physical or mental health) 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.

Terms of Use:

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.**
- **Appointment Booking/Cancellation: All patients who book are expected to manage these appointments in the same way as if they were booked in person or over the phone. We therefore expect you to notify us if you need to cancel an appointment. Please do not book multiple appointments with a GP or make appointments for someone else. If this happens you may have your online access revoked.**
- **Online Messaging Service: This is for non urgent medical related enquiries only. These enquiries will be saved on your record. We will reply via online services wherever possible. We will not draw this service if it is used inappropriately, ie to request appointments or repeat medications.**

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.

