

# PATIENT ONLINE SERVICES - PATIENT INFORMATION

If you wish to, you can book appointments with a GP, request repeat prescriptions for any medications you take regularly, update your personal details and look at your detailed coded medical record online. You can also still use the telephone or call in to the surgery for any of these services as well.

The patient summary record allows you to see a list of your allergies (drug and non-drug), a list of your medication, acute and repeat prescriptions, and a list of your immunisations.

The detailed coded record allows you to see the above as well as your laboratory test results (carried out at the surgery), consultations and your key medical problems.

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.

Being able to see your medical record online might help you to manage any medical conditions you may have. It also means that you can access it from anywhere in the world should you require medical treatment on holiday.

**The practice will need to verify your identity with two forms of documentation, one of which must contain a photograph. Each individual will need to visit the practice to present their own ID.**

There may be certain reasons that a patient is not given online access such as concerns that it could cause harm to physical or mental health. This is left to the discretion of your GP.

It will be your responsibility to keep your login details and password safe and secure.

Any information you view, download or print from your record is also your responsibility to keep it 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 choose to 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 information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.

Be extremely carefully when using a public / shared computer to ensure that you log out and close the screen.

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

## **THINGS TO CONSIDER**

### **Forgotten history**

There may be something you have forgotten about in your record that you might find upsetting

### **Laboratory results**

These tests can be carried out for different reasons and you may find they can be difficult to interpret. The meaning of the result may depend upon the circumstance of the test. These results may appear online before the practice has been able to contact you. You will be contacted directly for any test results which require further action.

### **Abnormal results**

If you have access to your results, you may find something that you find upsetting. This may occur before you have spoken to your doctor or while the surgery is closed.

### **Choosing to share your information with someone else**

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.

### **Information about someone else**

If you notice something in your record that is not about you or you notice any errors, please contact the surgery as soon as possible.

### **What happens?**

1. Once you have read this information leaflet and if you wish to have online access, complete an Access to Patient Online Services registration form available in this registration pack.
2. Hand the completed form to one of the receptionists. If you wish access to see your detailed records, you will be required to show photo ID (e.g. passport or driving licence) and a recent document with your home address on it. You will need to bring in your ID yourself, regardless of whether you have shown the surgery ID before or are well known to the surgery staff. If you do not have any ID please explain this to a member of staff.
3. Once registered with the practice you will be sent a registration letter to the email address provided on your completed form which contains your registration details. Follow the instructions on the letter to register for online access, you will be given a user name and asked to create a password, which is unique to you. This will ensure that only you are able to access your record online.
4. Once registered you will have instant access, to be able to book GP appointments, request repeat prescriptions and access your summary medical record.
5. Once you have registered you will need your username and password to log in each time.
6. If you are requesting access to your detailed coded record, your named GP will review your records and grant you access. If there is any reason why your request is declined your named GP will put this in writing to you. It is essential that a GP who is familiar with the patient screens the record before the patient is given access.
7. If permission is granted your account will then be updated so you can have access to your details coded record. As you will appreciate this process can take some time and we are advising this could take up to 6 weeks.

***If you are unsure about something that appears in your summary record or have problems accessing any of the services please contact the surgery.***