



Online Access Patient Information Leaflet

It is important that you read the information provided on this leaflet in order to receive Online Access. You are required to tick the box on the application form to confirm that you have read and understood this information.

There are 2 types of access:

Standard access: To book appointments, order repeat medication and change your personal details.

Advanced access: Patients aged 16 and over, can access their detailed coded medical record (DCMR), in addition to the standard access. This at present includes a summary, allergies and medications.

This is not the same as requesting copies of your records in accordance with the Data Protection Act 1998 and Access to Medical Records Act 1990. Should you wish to have a copy of your medical record, this is done on a separate form. Please contact us to request a Subject Access Request (SAR).

What if I already have patient access?

If you are already signed up for patient access and use it to book appointments and order repeat prescriptions but would like to view your record online you will need to complete the consent form and bring in 2 forms of ID.

What Identification do I need?

In order to be able to complete your request to view your medical record online, you will need to have 2 forms of ID; one photographic (i.e. passport, driving license) and one with proof of address (i.e. bank statement, telephone or utility bill) dated within 3 months.

How do I register for patient access?

If you do not have patient access but would like to, please print off a form available on our website.

Is it secure?

In order to have patient access you are required to submit two forms of identification, you will be issued with a User Name and Password valid for 7 days. Once you have registered for patient access it is your responsibility to keep your User Name and Password safe and not reveal it to anyone. Should you feel your account has been accessed without your permission or unlawfully you should contact the practice **immediately** to deactivate your account.

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.

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.

What is coercion?

'Coercion' is the act of governing the actions of another by force or by threat, in order to overwhelm and compel that individual to act against their will. If you feel you may be pressured into revealing or giving your personal details from your patient record to someone else against your will, it is best you **do not** register for access at this time

What are the advantages for me?

You will be able to book appointments online, order repeat prescriptions and change your personal information online. You will be able to see what medication you are taking and any allergies you have. If you have an allergy that is not recorded, please contact the surgery to let us know.

Incorrect Information

If you identify a discrepancy in your record, please log out of the system and contact the practice immediately.

Inappropriate use of the system

The practice will be monitoring the use of the service. We would consider inappropriate use of the online system as:

- Sending inappropriate/abusive messages
- Booking appointments and not using them
- Booking appointments for other people under your name
- Consistently booking inappropriate appointments with the clinical team

Should we feel a user is abusing the system, we have the right to revoke their access.

What if I want to see my child (s) record?

A person with parental responsibility will usually be entitled to access the records of a child who is aged 11 or younger. Children aged 12 or older are usually considered to have the capacity to give or refuse consent to parents or legal guardian requesting access to their health records, unless there is a reason to suggest otherwise.

Online access is generally unavailable for patients aged 11-15yrs however, this can be assessed on an individual basis by a clinician.

Patients aged 16 years and over can have Online Access by completing the Online Application form.

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:

<https://www.nhs.uk/nhsengland/thenhs/records/healthrecords/documents/patientguidancebooklet.pdf>

Should you have any questions regarding Online Access, please contact the surgery.