Did you know you don’t have to wait on the phone to speak to your GP surgery? You can register for an online account which will allow you to:

* Book and cancel appointments with your doctor or nurse online.
* Order repeat prescriptions online.

Online services are free to use and are just another way of contacting your surgery. This service is provided through our Clinical Software Supplier (EMIS), and is called Patient Access.

You can still phone or go to your surgery in person if you wish to.

**For those under the age of 18 years, online access is only available for booking of appointments and re-ordering medication.** **You will not be able to see your medical record.**

Patients over the age of 11 years can choose:

* To have your own account
* Or consent for your parent or guardian to manage your account for you

When your parent/guardian manages your online services account, they will be able to see any appointments you make, even if you make them independently. They will also be able to see any repeat medication prescribed for you. If you would like your parent to continue managing your account at the moment, we will contact you on a regular basis up to the age of 16 years to make sure you are still happy with your decision.

If you choose to manage your own account a doctor from the surgery may phone you to ensure you fully understand your decision about managing your own health.

Should you change your mind in the future and wish to manage your own account, please contact the Surgery and we will be happy to change ownership for you. At Hampton Surgery, we ensure a safe environment where you can come and discuss any issues you may have and all staff take your privacy very seriously.

From the age of 16 years, your healthcare records become private and confidential to you which means that your parent or guardian will no longer be able to manage your account. We will contact you at this time if you need to make changes to your account.

**How to sign-up for online services**

It is not hard to start using online services. The surgery will need to check who you are to make sure you only see your own record and not someone else’s. To do this we need to see some proof of identification and address such as a passport or bus pass. The surgery wants to protect your records from people who are not allowed to see them.

Please read all the information carefully and complete the form, and then sign to confirm you agree with the information on the form.

**If you are happy for your parent/guardian to manage your online account:**

* Show them this letter
* **You** will need to complete this form to confirm you give your consent
* You or your parent will need to bring the form back to the surgery and present **your** passport or birth certificate **and** **your parent’s photo ID**

**If you wish to manage your online account yourself:**

* Complete the enclosed form – make sure you add your **OWN CONTACT DETAILS**
* Bring the form back to the Surgery with your own photo ID e.g. passport – please talk to us if you do not have any form of photo ID

We will then email you with your unique username and password.

The practice has the right to remove online access to services. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. This may occur if someone else is forcing you to give them access to your record or if the record may contain something that may be upsetting or harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible.

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**Registration for Online Services – 11-16 Year Olds**

You can book, cancel and view your appointments, as well as order your repeat medication online.

This service is provided through our Clinical Software Supplier (EMIS), and is called Patient Access.

If you are interested in this service, you will need to complete this registration form and **come to the surgery** with an appropriate form of photo ID (such as a passport or driving licence).

Once registered, we will send you an e-mail within 28 days, with information that will enable you to create an Online Access account linked to the surgery.

*Please note: each family member over 11 years will need to visit the surgery with their own Photo ID.*

Please complete the form below **clearly** and in **BLOCK CAPITALS.**

|  |  |
| --- | --- |
| **First name** | **Surname** |
| **Date of birth** | |
| **Email Address:**  **Each applicant must have a separate email address.** | |
| **Mobile phone number:** | **Home phone number:** |
| **I wish to register for my own Online Services account** | |
| **OR I consent to my parent/guardian:**   * **registering on my behalf** * **Making appointments on my behalf** * **Ordering repeat prescriptions on my behalf**   **Parent’s name:** | |
| **Patient’s signature** | Date |
|  |  |

**PLEASE REMEMBER IT IS YOUR RESPONSIBILITY TO KEEP US INFORMED IF YOUR EMAIL**

**ADDRESS OR TELEPHONE NUMBERS CHANGE.**

*By providing your email address / mobile phone number, you consent to the surgery using it to communicate with you regarding your healthcare. It will not be shared with any other companies, and you can opt out of Online Services and communication by email / SMS at any time by contacting the surgery.*

***Parents / guardians*** *can register on behalf of their children. However, when a child turns 16 the parent/guardians link to their account will be closed- you will receive a reminder email 3 months before their 16th birthday. They will then be able to re-register using their own contact details.*

**Staff use only**

|  |  |  |  |
| --- | --- | --- | --- |
| Child’s ID seen | Parent/guardian ID | ID seen by | Date verified |
|  |  |  |  |

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 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 careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished