

## Online Services Records Access - Patient information leaflet

Did you know you don't have to wait on the phone to speak to your GP surgery? Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app. You can choose to:

- Book and cancel appointments with your doctor or nurse online, when it suits you. Your surgery will choose which appointments can be booked online.
- Order repeat prescriptions online. Some patients have found that they save money and time as they don't need to make a special trip to their surgery to order repeat prescriptions.
- Look at part of your GP records online. You can look at your records whenever you want, even from the comfort of your home, and find answers to questions you may have without ringing your doctor.

Online services are free to use and are just another way of contacting your surgery. You can still ring them or go to your surgery in person as you do now.

### 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. Just like your bank or the post office when you pick up a parcel, the surgery wants to protect your records from people who are not allowed to see them. The steps below explain how this works.

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

Please return the form to the surgery along with some ID so we can then check you are who you say you are by providing some proof of identification such as Photo ID and proof of address, for example, a passport or driving licence.

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.

No access will be given to patients under the age of 16 (applicable from May 2018).

*More information about accessing your health records can be found at*

[https://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/what\\_to\\_do.aspx](https://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/what_to_do.aspx)

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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

There are a few things you need to think about before registering for online records. On very rare occasions:

- Your GP may not think it in your best interest for you to look at your GP records online. If this happens, your GP will discuss their reasons with you. It is up to your GP to decide if you should be allowed access to your online records.
- You may see your test results before your doctor has spoken to you about them. This may be when you cannot contact your surgery, or when your surgery is closed. This means you will need to wait until an appointment is available to talk to your doctor.
- Information in your medical records might need correcting. If you find something you think is not correct, you should contact your surgery. The staff will be able to answer your questions and set things right when needed. Please bear in mind that you cannot change the record yourself.
- There may be information in your medical records that you did not know was there or that you had forgotten about, such as an illness or an upsetting incident. If you see anything you did not know about that worries you, please speak to your surgery and they will discuss this with you.
- If you see someone else's information in your record, please log out immediately and let your surgery know as soon as possible.
- If you have questions about any of the above points, please talk to your surgery and they will be able to advise you further

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### Application for online access to my medical record

Once you have completed this form please *return it in person to the surgery with some form of photographic identification*. The surgery will take a copy of the ID and once your application has been processed this will be securely disposed of. The access account ID & PIN will then be emailed to you allowing you to register for online access. If you need help registering please visit our website [www.hamptonsurgery.co.uk](http://www.hamptonsurgery.co.uk) under How do I, then Online Access where you will find a step by step guide called "Registering for the first time".

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
Each applicant must have a separate email address. I give consent for my email address to be used by the practice to enable access to be set up and to receive emails regarding my online access and other online medical services.	
Telephone number	Mobile number

I wish to have access to the following online services (please tick all that apply):

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my Summary Care Record	<input type="checkbox"/>
4. Accessing my medical record	<input type="checkbox"/>

I wish to access my medical record online and understand and agree with each statement (tick)

1. I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4. If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible	<input type="checkbox"/>
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>
6. If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible.	<input type="checkbox"/>

Signature	Date
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#### For practice use only. ID must be seen on receipt of this form

Identity verified by (initials)	Date	Method	Vouching <input type="checkbox"/>
			Vouching with information in record <input type="checkbox"/>
			Photo ID <input type="checkbox"/>
Authorised by		Date	
Date account created and passphrase given			
Level of record access enabled			
Booking appointments <input type="checkbox"/> Repeat prescriptions <input type="checkbox"/> Summary Care Record <input type="checkbox"/> Accessing my record <input type="checkbox"/>			