

## The ways in which you can interact with the practice are changing.

As you may know, it has for some time been possible to book appointments with your doctor and request repeat prescriptions online.

In addition to this service, from the 1st April 2015, the practice will be pleased to enable our patients to view their medication history, allergies and immunisation records online.

Any patient who is aged 16 and above and has been registered with the practice for a minimum of 3 months is eligible to request access.

This leaflet explains what you need to know, and what you need to do if you feel this service is something you could benefit from.



## Existing Online Users:

If you are currently booking appointments and requesting your medications online this will not be affected by the changes. However, if you wish to "upgrade" your account so that you can also view your medical record you will be asked to complete the application procedure as described overleaf. We understand that you will have already been asked to present ID and we apologise for any inconvenience caused, but hope you will understand that we have a duty to safeguard the confidential information contained within your medical record.

For those parents who currently manage the online accounts of their children on their behalf, please note that these will be disabled in the month of the child's 16<sup>th</sup> birthday for reasons of confidentiality. Your child will then need to re-register in their own right if they wish to continue using the service.

If you have further queries about any aspect of our online service please do not hesitate to get in touch.



## Organization

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## Online Medical Records Access: Information for Patients



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## What you need to know :

Being able to access a selection of your medical information online may help you to manage your conditions, save you time you may currently spend contacting the practice with queries, and provide you with instant access to your health record from anywhere in the world should you require emergency treatment away from home.

This will not replace the existing methods of interacting with the practice such as by telephone or at the desk. In fact, we hope that as more people start to use our online service it will become easier for those patients who need or prefer to contact us by the more traditional routes to do so.

It is up to you which, if any, items from your medical record you would like to view online. There is no advantage from a clinical point of view, and your decision will not affect the way the practice treats you or the quality of the care you receive.

### What you need to do:

You will be provided with an application form which you should complete in full, indicating which of our online functions you would like enabled for your account. This can be amended at any time.

You will be asked to sign to confirm that you accept the risks and responsibilities associated with online access that we have outlined in this leaflet. Please make sure you have read it carefully and understood the information.

In order to protect the confidentiality of your medical records you will be asked to provide evidence of your identity when you apply. The receptionist will need to see two forms of identification of which at least one must include a recent photo (i.e. driving licence, passport) and at least one include confirmation of your address. The numbers from your documents will be noted down on your form in line with General Medical Council and Royal College of GP guidance. **Regrettably, if you are unable to provide satisfactory documentation we will not be able to process your request.**

Our administrators will process your form and post the information needed to access your account to the address that we hold on file for you. Please update your address details if they are incorrect as we can take no responsibility for undeliverable documents.

### Your responsibilities:

When you log in for the first time you will be asked to change your password to something that is unique to you. It is very important that you keep this password private, and that you think carefully about whether you would like to share it with anyone. **It is your responsibility to keep your confidential information safe.** Please remember that anybody you do choose to share your password with will be able to view your medical record freely.

No one should ever coerce you into allowing them to access your account. If this happens to you please tell your doctor, nurse or one of our receptionists. It may be safer to disable your account until you feel confident that you can keep it safe. If you suspect your account has been accessed by someone without your consent, or you spot any information in it that does not belong to you, then you should log out of the service and report it to the practice immediately.

Further guidance about keeping your online health records safe has been issued by the NHS in conjunction with the British Computer Society and can be found here: <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

*Please note that the practice reserves the right to refuse your request if your GP feels that you may be harmed by accessing information in your medical record, or suspects that you may be coerced into sharing it against your wishes.*

