



## Online Services Records Access - Patient Information Leaflet

If you wish to, you can use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

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.

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 to 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. 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.

### **Before you apply for online access to your record, there are some other things to consider.**

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

- **Forgotten history.** There may be something you have forgotten about in your record that you might find upsetting.
- **Abnormal results or bad news.** If your GP has given you access to test results or letters, you may see something that you find upsetting. This may occur before you have spoken to your doctor or while the surgery is closed, and you cannot contact them. If this happens please contact your surgery as soon as possible.
- **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.
- **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. If you require further clarification, please contact the surgery for a clearer explanation.
- **Information about someone else.** If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.



## Application for Online Access to My Medical Record

|                          |                    |
|--------------------------|--------------------|
| <b>SURNAME:</b>          | <b>FIRST NAME:</b> |
| <b>ADDRESS:</b>          |                    |
| <b>POSTCODE:</b>         |                    |
| <b>EMAIL ADDRESS:</b>    |                    |
| <b>TELEPHONE NUMBER:</b> | <b>MOBILE:</b>     |

**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 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 above 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"/> |

**I would like to receive my login details via:**

|   |                          |
|---|--------------------------|
| Email   | <input type="checkbox"/> |
| Text Message                                    | <input type="checkbox"/> |
| Printed off and I will collect from the Surgery | <input type="checkbox"/> |

|            |       |
|------------|-------|
| Signature: | Date: |
|------------|-------|

**More Information - Keeping your online health and social care records safe and secure**

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>