**Applying for Online Access**

If you wish to, you can now use the internet to book appointments, request repeat prescriptions for any medications you take regularly and from the 28th ofNovember 2022 onwards, to have access to prospective medical records online. You can also still use the telephone or call in to the surgery for any of these services as well. It’s your choice.

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. If you decide not to join or wish to withdraw, this is your choice, and the practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

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 you record unless you choose to share you details with a family member or carer. 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. Be careful that nobody can see you records on screen when you are using the online system and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.

The practice has the right to remove online access to services or hid. 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, where appropriate.

**To set up access please complete the form overleaf and hand in at reception. We will need to see photographic ID to ensure access is being given to the person making the application.**

**Before you apply for online access to you 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.

**Things to consider:**

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| **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. The practice may set your record so that certain details are not displayed online. For example, they may do this with test results that you might find worrying until they have had opportunity to discuss the information with you. |
| **Choosing to share you 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 it would be helpful to you, you can ask the practice to provide another set of login details to your online services for another person to act on your behalf. They would be able to book appointments or order repeat prescriptions. They may be able to see your record to help with your healthcare if you wish. Tell your practice what access you would like them to have. |
| **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. |

**More information**

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:

Keeping your online health and social care records safe and secure

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

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|  | http://www.nplhealthcentre.co.uk/cms-uploads/GP-Repeat-Prescriptions_2_2293676577.jpg**Patient Online Application Form** |

**Patient to complete:**

|  |  |
| --- | --- |
| **Name:** |  |
| **D.O.B:** |  |
| **Address:** |  |
| **Telephone No:** |  |
| **Mobile No:** |  |
| **Email address:** |  |
| **Services Required:** | Appointment booking 🞏Medication requesting 🞏Prospective medical record access 🞏 |

**Signed:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**For Practice Use Only**

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| --- | --- | --- |
| **Identity verified by (initials):** | **Date:** | **Please specify ID seen:** |

|  |  |
| --- | --- |
| **Account created by (initials):** | **Date:** |

**\*\*\* PLEASE WRITE CLEARLY, AND IN BLOCK CAPITALS WHERE POSSIBLE \*\*\*\***