

## **Patient Information Leaflet 'It's Your Choice'**

Did you know that since April 2015, 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. You can choose to:

- Book and cancel appointments with your doctor 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. You can already go online and see some of the information in your GP records, including your medications and allergies.

From April 2016 onwards, you will be able to see even more. This will include illnesses, immunisations and test results. 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 like you do now.

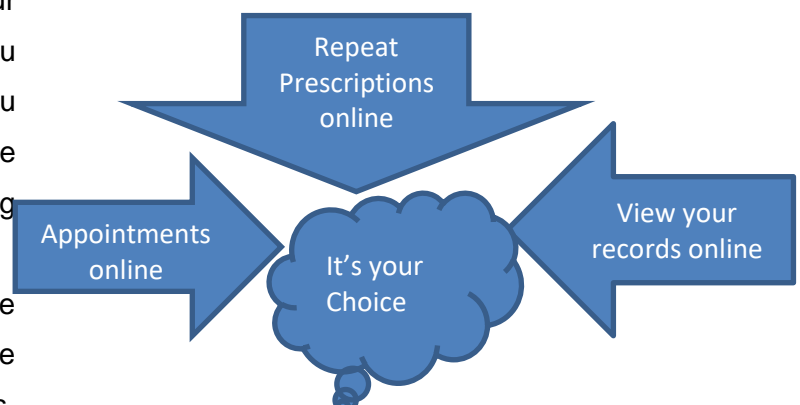
To get online access we need your

- Photo identification e.g. driving licence or passport AND
- Proof of residence e.g. utility bill, rental agreement, bank statement.



You will then 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.

For more details please have a look at our **Patient Online Records Information Leaflet** on our website.



**The practice has the right to remove online access to services for anyone that does not use them responsibly.**



Before you apply for online access to your records, 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 log-in details:

**Things to consider:**

**Forgotten History:**

There may be something you have forgotten about in your records that you may find upsetting.

**Abnormal results or bad news:**

If your GP has given you access to test results, or letter. 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.

**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. It's your choice, but also your responsibility to keep the information safe & secure.

**Coercion:**

If you think you may be pressured into revealing details from your patient records 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 records 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 your records that is not about you or you notice any other errors, please log-out of the system immediately & contact the practice as soon as possible.

**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 & social care records safe and secure*

<http://www.nhs.uk/nhsengland/thenhs/records/healthrecords/documents/patientguidancesummary4.pdf>



**Application for online access to my Medical Records**

Surname		Date of Birth
First Name		
Address		
Postcode		
Email Address		
Home Phone		Mobile

I wish to have access to the following online services *(please tick all that applies)*

Book appointments	<input type="checkbox"/>
Requesting repeat prescriptions	<input type="checkbox"/>
Access to my medical records	<input type="checkbox"/>

I wish to access my medical records online & understand & agree with each statement *(tick)*

I have read & understand the information leaflet provided by the practice	<input type="checkbox"/>
I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
If I choose to share my information with anyone else, that is at my own risk	<input type="checkbox"/>
I will contact the practice as soon as possible, if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
If I see information in my records that is not about me or is inaccurate, I will contact the practice as soon as possible.	<input type="checkbox"/>

Signature:	Date:
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**For Practice Use Only**

Patient NHS number		Practice computer ID number	
Identity verified by <i>(initials)</i>	Date	Method <i>(please tick)</i>	
		Vouching	<input type="checkbox"/>
		Vouching with information in record	<input type="checkbox"/>
Photo ID & proof of residence		<input type="checkbox"/>	
Authorised by			Date
Date account created			
Date passphrase sent			
Level of record access enabled Prospective: _____ Retrospective: _____ All: _____ Limited parts: _____ Contractual minimum: _____			Notes/explanations