

Eastfield House Surgery

On Line Access for Patient

Information Leaflet & Application Form

Please retain pages 1 & 2 for your future reference.

If you want to apply for on-line access to your medical records, please complete the form on page 3 and return it to Reception.

You can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and to look at your medical record online. You can still phone or call in to the surgery for any of these services. It's your choice.

Being able to see your record online could help you to manage your medical conditions. It also means that you can access it from anywhere in the world should you require medical treatment. If you decide not to apply for on line access or wish to withdraw, this is your choice and 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 to ensure that only you are able to access your record. If you prefer, you may ask for a family member or carer to access your records on your behalf. This is called proxy access. If you would like proxy access to be set up, please ask Reception for the Proxy Access information form.

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 the service responsibly or if there is evidence that access may be harmful to you. This might happen if someone else is forcing you to give them access to your record or if the record contains something that could be upsetting or harmful to you. The practice will explain the reason for withdrawing access to you.

It is your responsibility to keep your login details safe and secure. If you know or suspect that your record has been accessed by someone that you have not given permission to you should change your password immediately. If you can't do this for any reason, please contact the practice so that we can remove your online access until you are able to reset your password.

If you print out any information from your record, it is your responsibility to keep this secure.

The information that you can see online could 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.

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 to confirm 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. 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 an opportunity to discuss the information with you.

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 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 can find a helpful leaflet, produced by the NHS in conjunction with the British Computer Society, called 'Keeping your online health and social care records safe and secure' at:

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

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Application for online access to my medical record

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
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 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 Reception Use:

Identity verified by (initials)	Date	Method Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>
Patient NHS number	EMIS ID number	

For GP Use:

Access Authorised by (name & signature)	Date
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For Admin Use:

Date access enabled	
Date activation letter sent	
Level of record access enabled Appointments & Repeats <input type="checkbox"/> Detailed coded record <input type="checkbox"/> Other <input type="checkbox"/>	Notes / explanation