

Our practice guidance on applying for and using patient online access

Dear patient

Before you apply for PATIENT ACCESS we would appreciate it if you could read the following guidance.

A summary view of your medical record is available if you are over 16 years of age; this includes appointments, repeat prescriptions, medications, immunisations, adverse reactions and allergies. If you are under the age of 16 you may access appointments and immunisations only. Your medical record will not be visible until your GP has authorised access. Please keep these pages of the document for your own reference, but remember to destroy the page which contains your personal information.

Proof of Identification

We require to see 2 documents proving identity and residency, one of which must be photographic. If you are unable to provide these please speak to reception.

Missed Appointments

We would ask that if you are unable to attend an appointment that you have booked online that you either contact us by telephone to cancel it, or cancel it online. This will allow us to offer the appointment to another patient.

We realise that there are valid reasons for not attending, however we will be monitoring such occurrences on a regular basis.

Nurses Appointments

Due to the nature of nurses' appointments we are unable to offer them online.

Doctors' Appointments

Please ensure that you book the appointments appropriately. If you are unsure as to whether it is appropriate for you to see a nurse or a doctor please contact us by telephone. Appointments for baby checks, post natal checks, diabetic checks, medicals or minor surgery must be booked by telephone and not online.

Inappropriate Use

We will be monitoring the use of this service and we are sure that you will find it most useful. If however we find any users abusing the service we will revoke their access to the service and they will then need to liaise with our reception team for services.

We would consider inappropriate use as: sending inappropriate or abusive messages, booking appointments and not using them, booking appointments for other family members using your name, consistently booking inappropriate appointments with the doctor.

Repeat Prescriptions

Orders will be ready for collection in 2 **WORKING** days. Only repeat prescriptions are shown on your medication ordering screen. You may add short messages, such as requesting an item you have previously been prescribed which is not a repeat item, or ordering early because of a holiday or asking for a shop delivery if that service is in place. All items will be issued and show on your screen as accepted. It is 2 working days from acceptance. You will be contacted if there are any problems. Please ensure we have a current phone number listed for you.

Change of address/updating telephone numbers

Change of address and new telephone numbers (including mobiles) may also be made online.

Medical Record

You may also choose to view your care (medical) record online.

At present you may view medication, allergies, adverse reactions and immunisations.

In the future, access will be extended to include consultations, results and letters. This will be a prospective view not a retrospective view.

Before you apply for online access to your medical 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 the login details.

Things to consider

Forgotten history

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

Abnormal results or bad news

When your GP has given you access to test results or letters, you may see something that you find upsetting to you. 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 is up to you whether or not you share your information with others – perhaps family members or carers. It is your choice, but also your responsibility to keep the information safe and secure.

Coercion

Coercion is the act of governing the actions of another by force or threat, in order to overwhelm and compel them to act against their will.

In this context, coercion might result in patients being forced into sharing information from their record, including login details, medical history, repeat prescription orders, GP appointment booking details and other private personal information.

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.

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