

Application Form for Online Access - Over 13's

Surname	First Name	
DOB	Email	
Phone Home	Mobile	

I wish to have access to the following online services (please mark all that apply)

Booking Doctor Appointments	Yes/No
Repeat Prescriptions - We provide a 48 hour turn around, excluding weekends	Yes/No
Accessing my medical record including test results	Yes/No

I wish to access my medical records online and understand and agree with each statement

I have read and understood the information on the reverse	Yes/No
I will be responsible for the security of the information that I see or download	Yes/No
If I choose to share my information with anyone else, that it is at my own risk	Yes/No
I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	Yes/No
If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	Yes/No
I understand that my medical record is designed to be used by clinical professionals to ensure that I receive the best possible care. Some of the information within my medical record may be highly technical, written by specialists and not easily understood. I may also see something that I find upsetting and this may occur before I have spoken to my doctor, or while the surgery is closed and I cannot contact them.	Yes/No

Signature	Date
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Online Services Records Access

Patient information leaflet 'It's your choice'

If you wish to, you can now use the internet to book appointments with one of our GP's, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also telephone or call in to the surgery for any of these services - It's your CHOICE.

Appointments with the Nurse and Advance Nurse Practitioners cannot be booked online, please contact our reception team. Being able to see aspects of your record online might help you to manage your medical conditions. It also means that you can access the information 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 practice staff will continue to treat you the same way as before.

This will not affect the quality of your care

If you decide to register for access to Online Services 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

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.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly. If we find that you have made an inappropriate booking, it won't be possible for you to be seen; you will be asked to re-book.

To register for Online Access, please complete the Registration form overleaf or on our Website

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 your login details

Things to consider:

Forgotten history

There may be something you have forgotten about in your records 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 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'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

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/PatientsGuidanceBooklet.pdf>