

22<sup>nd</sup> April 15

## Patient Online: Records Access Patient information leaflet 'It's your choice'

We are keen to encourage online use of our services -

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your summary medical record online along with viewing test results. You can also still use written requests direct to the surgery for any of these services as well. It's your choice.

Possibilities under longer term consideration are to be able to view your detailed clinical record.

If you decide not to join 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.

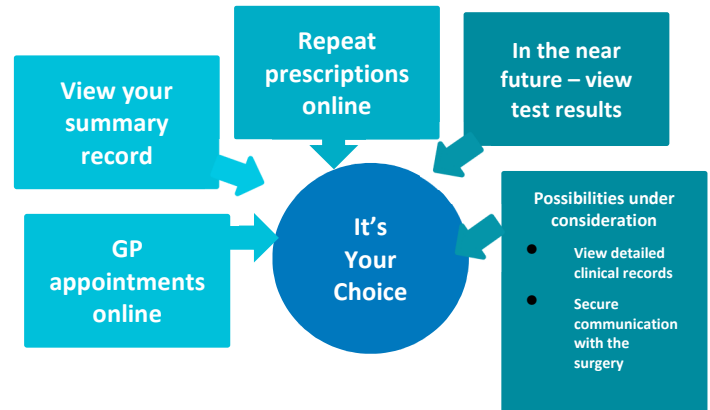
You will be given login details. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

**To register for online services please fill in our 'SystemOne Online Patient application form. You will need some form of photographic proof of ID or to be known to staff to get details. To ensure confidentiality we are only able to accept registrations in person unless applying for a child.**

**Under the age of 14 years parental / guardian access is permissible but due to confidentiality, once the patient reaches 14, the password will automatically expire and the child will need to apply in person for a new password. NB – if you are under 14 and do not wish anyone to have access to your account, please tell the receptionist.**

**The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

**Before you apply for online access to your record, there are some other things to consider. (PTO)**



**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.**

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the details below before you are given login details.

## Things to consider

### 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 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/PatientGuidanceBooklet.pdf>