**Online Services Records Access**

**Please read the information on this page carefully.**

**Repeat prescriptions online**

**GP appointments** **online**

**View your GP records**

* If you wish to simply register yourself for access to our online services please complete page 3. You will also need to provide some photo ID when registering.
* If you wish to register for online services, but also wish to grant someone access to your records (Parent/Partner/Carer) please read and complete pages 3, 5 & 6.

**Patient information leaflet ‘It’s your choice’.**

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 medical record online. You can also still use the telephone or call in to the surgery as normal, it’s your choice.

Being able to see your record online might help you manage your medical conditions. It also means that you can even access it 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 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. 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.

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

**It will be your responsibility to keep your login details and password sage 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.**

**Before you apply for online access to your record, there are 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 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 you information with others – perhaps family members or carers. It’s your choice, but also your responsibility to keep 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 clearerexplanation.

**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 aspossible.

**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>