

Request to access GP online services

What are online services?

Sign up to GP online services and you will be able to use a website or app to:

- Book or cancel GP or nurse appointments
- Order repeat medications
- View parts of your GP record, including information about medications, allergies, vaccinations, previous illnesses and test results
- View clinical correspondence such as hospital discharge summaries, outpatient appointments letters and referral letters

Section 1 – Patient details

| | | | |
|----------|--|---------------|--|
| Name | | Date of birth | |
| Address | | Telephone | |
| | | Email | |
| Postcode | | | |

Section 2 – Patient request

I wish to access my medical record online and understand and agree with each statement below:

- ✓ I have read and understood the information leaflet provided by the Practice
- ✓ I will be responsible for the security of the information that I see and download
- ✓ If I choose to share my information with anyone else I do so at my own risk
- ✓ If I suspect that my account has been accessed by someone without my agreement I will contact the Practice as soon as possible
- ✓ If I see information in the record that is not about the patient, or is inaccurate I will log out immediately and contact the Practice as soon as possible
- ✓ If I feel that I am being coerced into revealing details about my record I shall contact the Practice to remove this access

| | |
|--|------|
| Signature of patient | Date |
| | |
| <p>Please bring this completed form to the surgery with 2 forms of ID [passport or driving licence and utility bill or bank statement]</p> | |

For practice use only

| | | | | |
|-----------------------------------|------|-------------------------|---|----------------------|
| Identity verified by | Date | Method of verification: | <ul style="list-style-type: none"> ▪ Personal vouching [known to you] ▪ Photo ID and proof of residence | Yes / No Yes / No |
| ID documents need only to be SEEN | | --- | they do NOT need to be photocopied | |

Information for patients seeking access to GP online services

Practices are increasingly enabling patients to request repeat prescriptions and book appointments online.

Some patients may simply want to book appointments online or order repeat medications. Other patients might want to access more detailed information, eg allergies, test results or clinical letters.

Greater access comes with risks that need to be considered and these are outlined in this leaflet. You will be asked that you have read and understood this leaflet before consenting and applying to access your records online. The Practice will also need to verify your identity.

Please note:

- 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 cannot do that 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.
- The Practice may not be able to offer online access for a number of reasons such as concerns that it could cause harm to physical or mental health, or where there is reference to third parties. The Practice has the right to remove online access to services for anyone who does not use them responsibly.
- Proxy access to a child's record by a parent will automatically cease when the child reaches the age of 11.

Key considerations

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.

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

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 received 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 you 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, search online for 'Protecting your GP online records Patient Guide'.