



Online Access Information for Patients

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You now can look at your GP records on a computer, a tablet or a smartphone, using a website or an app. **You can choose to:**

- Book and cancel appointments with your doctor or nurse online, when it suits you. The surgery will choose which appointments can be booked online.
- Order repeat prescriptions online. Some patients have found that they save money and time as they don't need to make a special trip to their surgery to order repeat prescriptions.
- Look at your GP records online. You can look at your records whenever you want, even from the comfort of your home, and find answers to questions you may have without ringing your doctor.

Online services are free to use and are just another way of contacting your surgery. You can still ring them or go to the surgery in person like you do now.

We have found that a lot of people benefit from using online services.

How to sign-up for online services

It is not hard to start using online services. The surgery will need to check who you are to make sure you only see your record and not someone else's. The surgery wants to protect your records from people who are not allowed to see them. The steps below explain how this works.

1. Tell your GP surgery you would like to start using online services.
2. The surgery will give you a short form to fill in and sign to confirm you agree with the information on the form. The form is also available to download on our website.
3. The surgery will then check you are who you say you are. They will do this in one of three ways:
 - Photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement.
 - If you do not have any ID and are well known to your surgery, a member of staff may be able to confirm your identity.
 - If you do not have any ID and are not well known to your surgery, they may ask you questions about the information in your GP record to confirm the record is really yours.
4. The surgery will then give you a letter with your unique username and password. It will also tell you about the website where you can login and start using online services.

When you ask the surgery to register you for online services, we might discuss why you want to use these services. For example, if they think your record may be seen by someone who shouldn't see it, they might decide to give you access to book appointments or order your repeat prescriptions only. If the surgery thinks it's not in your interest to use GP online services, they will discuss their reasons with you.

If you forget your login details

If you lose or forget your login details, go to the website and click the 'forgotten details' button, then follow the instructions.

If this does not work, please contact the surgery.

Things to remember

- No one should force you to share your username, password or GP records. You have the right to say no. If someone asks to see your records and you don't want them to, tell the surgery as soon as you can.
- You can choose to let another person see your GP record, for example members of your family or carer. To do this safely, speak to your surgery.

- You can choose to stop using online services at any time by telling your surgery.
- If you change surgeries, you may need to register again for online services at your new surgery.
- The surgery has a responsibility to look after your GP records. You must also take care online and make sure that your personal information is not seen by anyone who should not see it.

Keeping your username and password safe

When you register to use GP online services, the surgery will give you a username and password, which you will use to login. You should not share your login details with others. To protect your information from other people:

- You should keep your password secret and it is best not to write it down. If you must write it down, keep a reminder of the password, not the password itself. This should be kept in a secure place.
- If you think someone has seen your password, you should change it as soon as possible. You may want to call the surgery if you are not able to change it right away, for example, when you do not have access to the internet.
- You should not share your username or password. No one should force you to show them your login details, you have the right to say no. If someone forces you, tell the surgery as soon as possible.

Sharing your GP records with others

If you wish you are able to choose to allow others, like your family or carers to look at your GP online records. This may be because you would like them to help you look after your health. This service is called "Proxy access" you will need to complete a form for the surgery to give the person you choose to share your records with their own username and password. They will then use this to look at your GP records to the required level chosen by you. You should not share your login details with anyone.

Using a shared computer

You need to take extra care when using a shared computer to look at your GP records online. This could be at the library, at work, at university or at home. To protect your personal information from others when using a shared computer, you should:

- Look around to see if other people can see what is on the computer screen. Remember, your GP records contain your personal information.
- Keep your username and password secret. Just like your bank account PIN, you would not want others to know how to get into your GP records.
- Make sure you log out when you finish looking at your records, so that no one else can see your personal information or change your password without your knowledge.
- Never save the login details on the computer.

Incorrect information in your records

On rare occasions, information in your GP records might be incorrect.

- If you find any incorrect information, you should let the surgery know as soon as possible.
- If you see information about anyone else in your records, log out immediately and let the surgery know as soon as possible.

Remember

- Your GP records are important and you should keep them safe and secure, just like your bank account details.
- No one should force you to share your GP records. You have the right to say no. If this happens, tell the surgery as soon as you can.
- Take extra care when using a shared computer. Keep your login details in a safe place and remember to log out.

Things to consider before applying for online Medical Record access

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. If this happens please contact your surgery as soon as possible. The practice may set your record so that certain details are not displayed online. For example, they may do this with test results that you might find worrying until they have had an opportunity to discuss the information with you.

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. Proxy Access is available for parents/carers to manage Online Services on behalf of a child or adult they care for – if that person is able to provide consent that will be requested as part of the proxy registration process. A Proxy would be able to book appointments or order repeat prescriptions. They may be able to see your record to help with your healthcare if you wish. Tell your practice what access you would like them to have.

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. Once online access to your medical record is set up, if you come under pressure to give access to someone else unwillingly, you are advised to contact the practice as soon as possible.

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.