

Marple Cottage Surgery

Patient Online Service Information Leaflet & Registration Form

In addition to telephoning or visiting the practice, we have a range of online services to help improve access, which are available for you to:

- Book your next GP appointment online.
- Request repeat prescriptions for any medication you regularly take.
- View your medical record.
- Email your GP.

How do I get started?

First of all, you must complete the registration / consent form (See overleaf), which you need to return to the practice in person along **with two forms of identification**.

One form of identification must be **photographic: such as passport or driving licence, etc.** The second form of identification must be **non-photographic such as a utility bill or bank statement, etc.** We will be unable to process the request, without the correct forms of identification.

How long does it take to receive my details?

It will take us between 5 - 10 working days to process your request. We will then send you your user details to register online by email.

How do I register?

You will need to go to www.marplecottage.co.uk, click on 'Online Services', and then click on 'Register'.

Enter your personal user details in exactly the same format as on they appear on the form otherwise your registration will not be accepted.

Viewing your medical records online

To empower and involve you in managing your own health, you can access the following sections of your medical record:

- **Summary**
- **Consultations**
- **Test results**
- **Medications**
- **Immunisations**
- **Allergies**

Not only does this save time and money (currently requesting copies of your records incurs a fee, online access is free!), but it also means you can access your records from anywhere in the world. For example, if you are taken ill whilst in another country you could allow a doctor to see your medical history by logging in online.

Things to consider before requesting to view your records online

Misunderstood Information

Some of the information within your medical record may be highly technical, written by specialists and not easily understood.

Abnormal results or bad news

You could see something that you may find upsetting, such as test results. This may occur, before you have spoken to a GP, or whilst the surgery is closed.

Third party information

Sometimes, we receive letters about you that contain information about other individuals, such as siblings, parents, or other family members, etc. To avoid breaches in third party disclosure, you will not be able to view letters.

Keeping your information safe & secure

It is **your responsibility** to keep your login details and password safe and secure. If you know or suspect that your record has been inappropriately accessed by

Keeping your information safe & secure (cont.)

someone, you should change your password immediately and / or contact the practice. 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.

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.

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.

Disclaimer

All data is protected using the highest standard internet security; so you can be sure all your personal information is safe and secure.

Marple Cottage Surgery

Registration for online access to my medical record

Surname			
First name			
Date of birth			
Address (Incl. Postcode)			
*Email address ^{††}			
*Mobile number		Telephone number	

^{††} We will send your registration ID to the email address provided above and add it to your medical record.

*By providing your mobile number and/or your email address you are consenting to receiving electronic communications regarding your personal health care from us, which may be deemed confidential.

I wish to have access to the following online services (tick all that apply):

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record	<input type="checkbox"/>

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

1. I have read and understood the information leaflet provided by the practice	
2. I will be responsible for the security of the information that I see or download	
3. If I choose to share my information with anyone else, this is at my own risk	
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	
5. If I see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible	

Signature		Date	
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For practice use only

Identity verified by: (tick all that apply)	Photo. ID	Non-Photo. ID	Verified by:	Date verified:
	Driving Licence <input type="checkbox"/> Passport <input type="checkbox"/> Bus Pass <input type="checkbox"/>	Utility Bill <input type="checkbox"/> Bank Statement <input type="checkbox"/> _____ <input type="checkbox"/>		
Authorised by:		Date authorised:		
Date account created:				