

ONLINE SERVICES PATIENT INFORMATION LEAFLET

To encourage patient to utilise the range of online services to help improve access and support self-care, which include:

- Appointment Booking
- Repeat Prescription Ordering
- Viewing your Medical Records**
- Email your GP
- Video Consultations (*Face-to-face via Video using your Computer/ Laptop or Smartphone*)
- Online Consultations (*Health advice on minor ailments*)

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
 - ✓ Immunisations
 - ✓ Allergies
 - ✓ Consultations
 - ✓ Medications
 - ✓ Test Results
 - ✓ Self-Management Plans
 - ✓ Hospital Letters*excl letters containing third party or sensitive information

This means you can access your records from anywhere in the world. For example, if you were taken ill whilst in another country, you would be able to login and show the Doctor treating you.

Proxy access for children and relatives

You can request proxy access to another persons' health record (subject to consent). If the child is under the age of 11, you do not need consent.

How do I get started?

You will need to complete the Online Services Registration Form and return it to the practice, in person, along **with the correct forms of identification, as stated below:**

Age	What Identification do I need?
0 – 10 years	A Parent is able to request Proxy access for a Child under the age of 11. Parents are required to provide one form from List A or B, one from List C, and Full Birth Certificate of the Child.
11 – 16 years	Patients aged 11 will need to provide both their Birth Certificate and Passport.
17 years & over	You will need to provide one form of Identification from List A. <i>Alternatively, one form from List B and one form from List C</i>

LIST A: Photographic	List B: Photographic ID	List C: Non-Photographic
Passport	Bus Pass	Utility Bill
Driving Licence	Residence Permit	Bank Statement

How long does it take to receive my details?

Once you've handed your form to Reception, they will be able to generate and provide you with your registration details.

How do I register?

Once you have received your registration details from either Reception, or via email, you will be able to register online. Initially you will be given access to the core online services such as appointment booking and repeat prescription ordering. Viewing your medical records access, if requested, will be checked for third party or sensitive information before being processed which should be processed and enabled within 10 working days.

Things to consider before requesting to view Medical 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.

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.

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 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.

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.