PATIENT ACCESS TO RECORD ONLINE GP ELECTRONIC HEALTH RECORD VIEWING SYSTEM

Patient Online: Records Access 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 for any of these services as well. It’s your choice.

Being able to see your record online might help you to 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. In general 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 services for anyone that doesn't use them responsibly.**

What can I see on the Online Medical Record viewing system?

- The system allows you to view the following areas of your medical record:
  - A summary that gives you the most important and recent entries in your health record.
  - Allergies.
  - Medications.
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 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.

It’s Your Choice

Repeat prescriptions online

GP appointments online

View your GP records

**Before you apply for online access to your record, there are some 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

**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.

**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.

**Can I view my child’s record?**

Most practices allow parents to access their child’s records up until they are 12 years old. Should you wish to access your child’s
Can I alter the record?

No. This is a ‘read only’ facility. You can however, print off details to take to e.g. a hospital appointment. If you think that there is something that needs to be changed, you will need to contact the surgery.

What about security?

Record access has the same level security as online banking. A hacker would only be able to see one page at a time. Nothing changes with the way your medical information is stored. Your information will remain under the control of your GP as it does now. And like online banking you control viewing by using your PIN and pass words. You will be responsible for keeping your log in details safe.

Logging off or a power failure will clear all the information on your computer system.

Will my data be sold on to private health companies?

The Data Protection Act (1988) states that data which identifies you can only be used with your explicit permission.

What if I don’t want to register to use this System?

If you do not want to register to use this system you can still use all the practices’ services exactly as before.

Your decision not to register will not affect your treatment or your relationship with your GP practice in anyway.

How do I get started?

1. To be able to use the system you must have a computer with internet access.

2. You will need to have a Patient Access account set up with the practice. You will need to bring photo ID with you to register e.g. a passport, driving licence.
3. You must complete a **Medical Records Consent Form** to say you have read and understood this Information Leaflet before you start using the system. This form is available from reception. You can fill out the form before you come in but you need the receptionist to witness your signature.

4. We will contact you with the information you need to login. **You must remember these details and keep them secure.** You will also be given some instructions about how to login and use the service.