



Application for online access to my medical record

PATIENT USE ONLY

| | |
|-----------------------|-------------------|
| Surname: | Forename: |
| Date of Birth: | Email: |
| Address: | Mobile No: |
| Telephone No: | |

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

| | |
|---|--------------------------|
| 1. Booking and cancelling appointments | <input type="checkbox"/> |
| 2. Requesting repeat prescriptions | <input type="checkbox"/> |
| 3. Viewing my information summary, medications, allergies and immunisations | <input type="checkbox"/> |
| 4. Viewing my Detailed Coded Record | <input type="checkbox"/> |
| 5. Viewing my full record (prospective data from 1 April 2019) | <input type="checkbox"/> |
| 6. Viewing my full record (if available) | <input type="checkbox"/> |

I wish to access my medical record online and understand and agree with each statement (tick):

| | |
|--|--------------------------|
| 1. I have read and understood the information leaflet provided by the Practice | <input type="checkbox"/> |
| 2. I will be responsible for the security of the information that I see or download | <input type="checkbox"/> |
| 3. If I choose to share my information with anyone else, this is at my own risk | <input type="checkbox"/> |
| 4. If I suspect that my account has been accessed by someone without my agreement, I will contact the Practice as soon as possible | <input type="checkbox"/> |
| 5. If I see information in my record that is not about me or is inaccurate, I will contact the Practice | <input type="checkbox"/> |
| 6. If I think that I may come under pressure to give access to someone else unwillingly, I will contact the Practice as soon as possible | <input type="checkbox"/> |

| | |
|-------------------|--------------|
| Signature: | Date: |
|-------------------|--------------|

RECEPTION USE ONLY

| | |
|-------------------------------------|---|
| NHS No: | Date verified: |
| ID verified by (print name): | |
| Method: | Vouching <input type="checkbox"/> Photo ID <input type="checkbox"/> |

Accessing GP Records Online for Over 16's – Patient Information Leaflet

Practices have enabled patients to be able to request repeat prescriptions and book appointments online.

From April 2020 patients will be allowed access to their medical records. This requires additional considerations as 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 somebody 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.

The practice may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where this is reference to third parties. The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

Key considerations

Forgotten history

There may be something that you have forgotten about in your record that you might find upsetting. If you are unsure about a term or condition on your medical record, click on the information symbol adjacent to the entry and information will be displayed about the condition or procedure.

Abnormal results or bad news

If your GP has given you access to test results, you may see something that you find upsetting to you. It is important to remember that out of range results do not always mean something is wrong – they could be normal for 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 of carers. It's 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 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 email the practice manager: brandon.admin@nhs.net

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 email the practice at brandon.admin@nhs.net

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society: Keeping you online health and social care records safe and secure <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

Appendix C:

What you need to know about your GP online records

Wouldn't it be great if you could look at your GP records online? Well, you can! You can also book and cancel appointments at your GP surgery and order repeat prescriptions online. You can already see some of the information in your GP online records, including your medications and allergies. During the next year, you will be able to see even more. This will include illnesses, immunisations and test results. Each GP surgery will make this information available at different times, as their computer systems become ready. Just like online banking, you can look at your GP records on a computer, tablet or a smartphone, using a website or an app. If you would like to start using online services, see the Getting Started with GP Online Service guide for more information. Information on how to get started is also available online at www.nhs.uk/patientonline or from your surgery or on their website.

What's in it for you?

You can look at your records whenever you choose to, without needing to print them. Online records are up to date and more secure than a printed paper record which could get lost or seen by others.

People who have long term conditions, for example Diabetes, Hypertension or CHD have found that looking at their test results online helps them make positive changes to improve their health. They can see if their condition is improving or getting worse by looking at past test results. Adam, a patient at University Health Centre said 'Record access is useful for those, like me, who need to have more regular contact with their GP'.

You can look at your medical records before your appointment to see if there is anything you need to discuss with your doctor or nurse. This could be your test results, illnesses you have had in the past or any new information added to your records. This would help you discuss any concerns you may have and help you benefit more from your appointment.

Sometimes when you see your doctor, you are given a lot of information which you may not be able to remember later on. You may also want further information once you have had time to think about what was said. You can look at your online records after your appointment to make sure you understood what your doctor or nurse said.

One of the most useful things patients have is that you can make sure your medical information is accurate. For example, you will be able to let your doctor know if you have an allergy to a medicine and it is not on record.

Before you go on holiday, you can check if your vaccinations are up to date without having to go into your surgery.

Understanding your records

Your records are written to help medical people look after you and so in some cases, you may not understand everything you see. If you find anything difficult to understand, as well as talking to your doctor or nurse, you can go to the NHS Choices website by using this link www.nhs.uk. NHS Choices is the NHS website for patients so you can look for information on illnesses, improving health and to NHS services in your local area.

Other websites frequently used to search for information on illnesses and test results are Patient – www.patient.info and Lab Test Online UK – www.labtestsonline.org.uk. Although these are not owned or checked by the NHS, other patients have found them useful.

A few things to think about

There are a few things you need to think about before registering for online records. On very rare occasions your GP may not think it in your best interest for you to look at your GP records online. If this happens, your GP will discuss their reasons with you. It is up to your GP to decide if you should be allowed access to your online records.

You may see your test results before your doctor has spoken to you about them. This may be when you cannot contact your surgery or when your surgery is closed. This means you will need to wait until an appointment is available to talk to your doctor.

Information in your medical records might need correcting. If you find something you think is incorrect, you should contact your surgery. The staff will be able to answer your questions and set things right when needed. Please bear in mind that you cannot change the record yourself.

There may be information in your medical records that you did not know was there or that you had forgotten about, such as an illness or an upsetting incident. If you see anything you did not know about that worries you, please speak to your surgery and they will discuss this with you.

If you see someone else's information in your record, please log out immediately and let your surgery know as soon as possible.

If you have questions about any of the above point, please talk to your surgery and they will be able to advise you further.