

Online Services Records Access

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. You can even access it from anywhere in the world should you require medical treatment on holiday.

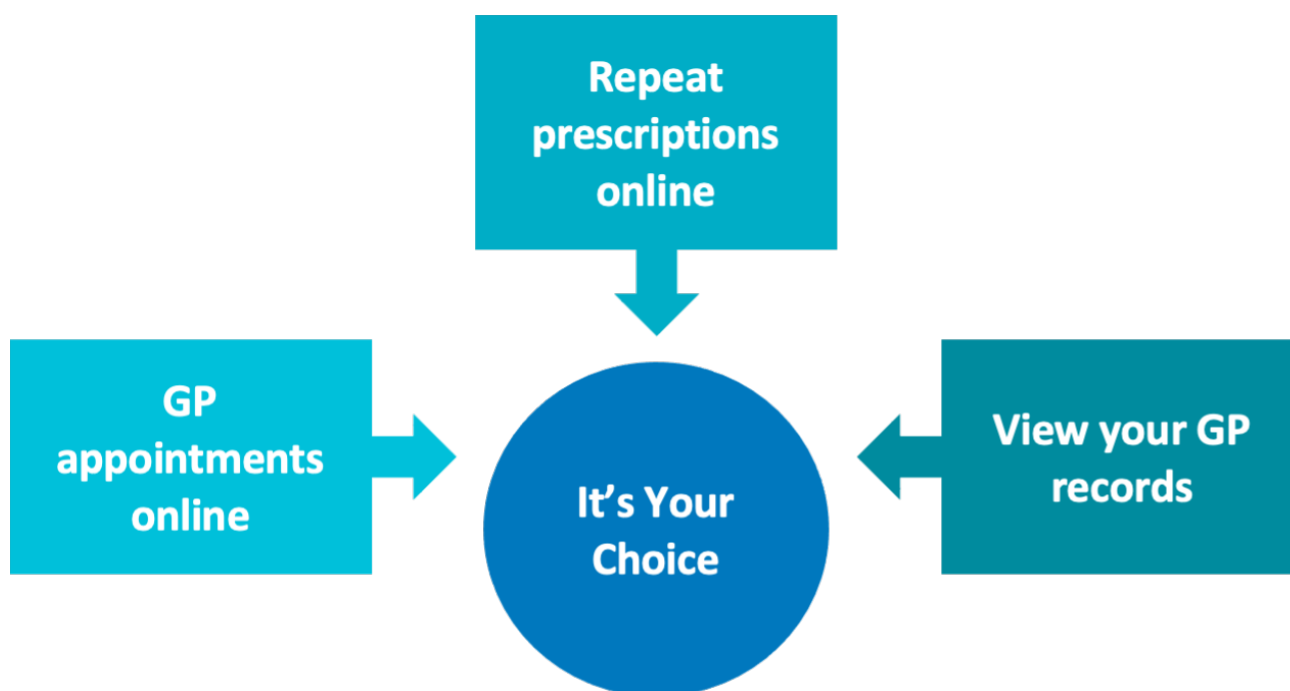
You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

The practice has the right to remove online access to services. This is rarely necessary but may be the best option if there is evidence that access may be harmful to you. This may occur if someone else is forcing you to give them access to your record or if the record may contain something that may be upsetting or harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible.

If you are over 16 and have an online account, such as through the [NHS App](#), Patient Access, Evergreen Life or another online primary care service, you will now be able to see all the consultation notes and health records from your GP surgery written in your records after this date. For most people who use an app to access their records, access will be automatic, and you won't need to do anything.

This change supports the NHS plan to give people better ways to see their personal general practice (GP) health information online. We know that people want to be able to access their health records at ease on the go. This is a change that will happen automatically on 1st November 2022.

The NHS App and other online App services are all very secure, so no one can access your information except you. You'll need to make sure you protect your login details. Don't share your password with anyone as they will then have access to your personal information.



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.

The information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.

Be careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.

Further Information

Can I choose not to have this enabled?

Yes, we understand that some patients will not want to have this access enabled. They may feel that they cannot prevent other people seeing this information, or that it may be used with an intention that causes you harm. If you wish for this online access to be removed, we have a form for you to complete, and we will action this for you.

You have no access to your future records

On occasions, there may be temporary loss of visibility of some of your records.

This may occur where:

- your primary care team wish to discuss test results before you can view the information on the app.
- there may be sensitive information in letters received from your hospital or community appointments that your primary care wish to discuss with you before you read the information

Some patients may not see all or some of their future records.

This may occur when:

- your primary team feel that there might be some sensitive information on your record that would cause you harm or distress to you if you were to see this
- restrictions may include removing visibility of single consultations, or your whole prospective records

If you cannot see this new form of access in your online app, and you would like to have this, you will need to contact to your primary care team to complete an online access request form so that we can review your records.

Things to Consider

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. Your practice will make every effort to make sure this does not occur but if this happens, please contact your surgery as soon as possible.

Choosing to share your information with someone

It's up to you whether 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. If it would be helpful to you, you can ask the practice to provide another set of login details to your online services for another person to act on your behalf. This is called proxy access, and they will 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 using our proxy access form.

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 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 consider using the websites below for a clearer explanation.

·To find out more information about your medical conditions listed in your medical records: <https://www.nhs.uk/conditions/>

· To understand abbreviations used in your medical records: <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/health-records-in-the-nhs-app/abbreviations-commonly-found-in-medical-records/>

· Directly from your NHS app, which has a specific area to help you understand your records

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 your practice as soon as possible.