

## Things to consider

### Forgotten History

There may be something you have forgotten about in your record that you might find upsetting, or that you don't want family members to see.

### 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. The Practice may set up your record so that certain details are not displayed online. For example, they may do this with test results that you might find worrying until they have had an opportunity to discuss the information with 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 or 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 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 contact the surgery for a clearer explanation.

### 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.

### Diagnosis

Sometimes you may see different or more than one possible diagnosis in your medical record. Your doctor may put different or more than one diagnosis in your record in order to help plan diagnostic tests and treatments to rule out conditions.



Norwood Medical Centre

# Online Access to Medical Records Patient Leaflet



## **Online Access To Medical records (Online Access)**

*Before you are registered for online access to your medical records, you MUST read through this leaflet and ensure that you fully understand the risks and benefits of using online access. Please ask any questions that you may have before registering for online access.*

### **What is Online Access?**

Patient Access is an online facility to enable you to make and cancel appointments, order repeat prescriptions, and access a summary view of your medical record.

### **Advantages of using Online Access**

This is an invaluable service for patients who have hectic lifestyles, work shifts, or have mobility problems as it allows you to make or cancel appointments and order repeat medication at any time of the day. It also means that you can access it from anywhere in the world should you require medical treatment on holiday.

Patients who are able to see their medical records online find it helps them to manage their medical conditions more effectively and become more involved in their care.

### **Security**

Patient Record Access has the same level of security as online banking. The information you view comes from the clinical system at your GP practice, this information is encrypted and sent securely from the GP system to your PC web browser. This means it is very difficult for anyone else to intercept and read the information. When you log off Patient Access, or if there is a problem with your computer (e.g. a power failure), all your confidential medical information is cleared from the system.

**It will be your responsibility to keep your login details and password safe and secure.**

- Immunisations

You will be able to see what immunisations/vaccinations you have had and the date you had them. There is also a link to Patient.co.uk which has further information about any of the vaccinations you have had.

- Letters

You will be able to view your letters and documents. It may be the case that some letters cannot be downloaded, this is likely to be due to the file type. If you have any questions, please contact the surgery.

- Problems

This section shows you your current and past coded medical problems.

- Test Results

You will be able to view your test results once they have been reviewed by your GP. You will see a value, a range and a comment that has been added by your GP.

- Values

You will be able to view values such as your height, weight and blood pressure.

- Recent Consultations

You will be able to read your recent consultations. Please be aware that your medical record is designed to be used by clinical professionals and therefore some of the terminology may be unfamiliar to you.

## What can I access?

### Appointments

We will ask that you enter a reason for your appointment in the box provided when booking an appointment to provide the clinician with some information. Please be assured that all details entered are secure and cannot be intercepted. The practice has a strict confidentiality policy.

We ask that if you are unable to attend an appointment that you have booked online, please either cancel it online or contact us to cancel it. Appointments are highly sought after and this will allow us to offer the appointment to another patient who needs to be seen.

### Repeat prescriptions

For repeat prescriptions please click in the box on the side of the page for each medication you require. Please allow a minimum of **three** working days before collecting your prescription.

### Medical Records Viewer

Patient Access currently enables you to view the following summary of your medical records:

- Medications

You will be able to see all the repeat medications you are currently taking. If you want to request any repeat medication you will be able to do so from this screen. There is also a link to Patient.co.uk which has further information about your medication.

- Allergies / Adverse reactions

You will be able to see what allergies you suffer from and what, if any, adverse reactions you have had (i.e. to medication). There is also a link to Patient.co.uk which has further information about your allergies.

You will be asked to read and fully understand this information leaflet before completing and signing a consent form in the practice.

You will then be given log on details and instructions of how to log in to the system and change your password. 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.

You must provide the practice with a valid email address for us to enable access.

Any data held by the practice concerning you is subject to the regulations laid down in the Data Protection Act (1998). The consent agreement is between yourself and your practice.

### Important

If you do not want to register for the online service this will not affect your treatment or your relationship with your practice in any way.

### Other things to consider

Before you apply for online access to your record, there are some other things to consider (detailed overleaf). 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.

### Misfiled information and/or Errors

All attempts are made to ensure your medical records are correct, however if you find any information which has been misfiled or find any errors, please contact the surgery as soon as possible.

**The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

### **How do I register?**

In order to register for the Online Access service, you MUST visit the practice where you will be asked to provide **two** forms of ID (please see table for a full list of acceptable forms), and fill in and sign a consent form. Once you have completed the consent form in the Practice and have received your unique pass phrase, you can proceed with the registration process. You can access Patient Access in one of three ways:

- Click on the link under our **Prescriptions** tab on our website

### **Identification**

You will need one form of photographic identification i.e. Passport or Driving Licence.

### **Child Access**

To have access to a child's record, the parent MUST fill out a form provided by the reception team. The parent MUST provide photographic ID of themselves and the birth certificate of the child.

### **11 - 15 Years**

For patients aged 11-15 ONLY the following areas are available to access online:

- Appointment booking
- Ordering repeat prescriptions - If medication is on repeat
- Allergies
- Medications

Parents of patients aged 11– 15 are permitted to have access to their child's record, as detailed above, although we will not grant access unless the GP sees fit.

Patients that are aged above 15 years may have online access to their own medical record only if their GP deems them to be competent.

The practice assumes that at the age of 16 a patient is deemed to be Gillick competent. Patients aged 15 and over may have online access to their own medical record (unless their GP deems them to not have Gillick competency)

### **Records**

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 for any reason you are unable to do this, we recommend you contact the practice so 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.

**In the case of a parent having access to their child's medical record, this access must be renounced, according to law, when the child turns 11.** The practice will cease access to accounts where the patient has turned 11 and has not applied for their own account. Patients will then be invited to re-register.

### **Please note:**

- **A GP may wish to review the record and discuss the content with the patient prior to authorising access. All GPs reserve the right to refuse online access to a patient's medical record.**