



## Application for online access to my medical record

### The Important Bit:

1. In order for us to process your registration request for Patient Access it is important that you complete this application form in full.
2. Due to the highly confidential nature of the information that you are accessing, you **MUST** be able to provide a type of photographic ID and one Utility Bill (or similar item) in order for us to be able to verify your application request. If you are unable to provide one or either of these then, unfortunately, we may not be able to process your application in full.
3. Applications for Patient Access will only be processed after 1.30 pm. Once your details have been verified, where possible the access details will be printed off for you at the time, however during busy periods we will request for you to leave the registration form with us and we will process the request and send a letter to you within 3-5 working days.
4. Please complete the application form in full and in **BLOCK CAPITALS**.

I have read and understood the declaration above and wish to proceed with my application for Patient Access

<b>SURNAME</b>		<b>Date of Birth</b>	
<b>FIRST NAME</b>			
<b>MIDDLE NAMES</b>			
<b>ADDRESS</b>			
<b>POST CODE</b>			
<b>EMAIL ADDRESS</b>	<b>Be very clear for us and clearly show a full stop or an underscore etc</b>		
<b>NHS Number</b>			
<b>TELEPHONE NUMBER (Incl STD Code)</b>		<b>MOBILE NUMBER</b>	

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

<b>1. BOOKING APPOINTMENTS</b>	<input type="checkbox"/>
<b>2. REQUESTING MEDICAL PRESCRIPTIONS (REPEATS)</b>	<input type="checkbox"/>
<b>3. ACCESSING MY MEDICAL RECORD</b>	<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 as soon as possible	<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"/>

## Declaration

- Applications are “one per patient”. Acceptance of one member of a family does not imply acceptance of other/further family members.
- Applications for on-line access will not be considered for patients who are under the age of 16. Refer to the Proxy Access application process instead.
- Where access is granted passwords will only be released direct to the patient and not to a parent (in relation to patients 16-18 years) or other third parties. Where a parent or other person requires access to the system to book an appointment or deal with the affairs of the minor, it is acceptable for the minor to provide the password to the third party. The practice will not provide access detail directly.
- Where access is refused this will be in writing. A reason will only be given at the discretion of the Practice Manager or responsible GP.
- Patients with a history of non-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking.
- On-line appointments booked are to be cancelled by the patient as soon as it is determined that it is no longer required.
- The Practice will not allow misuse of the on-line system and will monitor usage by individual patients.
- Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued.

- Where the situation does not improve, or recurs, online access may be removed permanently and without further notice, at the discretion of the Practice Manager.
- Repeat prescriptions may be ordered where these appear on the repeat list which is provided to patients on the tear-off portion of the last prescription issued. The request must match the repeat list exactly and must be due. Other items may not be ordered or requested using this facility.
- Approved access requests will be notified along with access instructions.

**SIGNATURE**

**DATE**

# The Wellington Practice

## Online Services Records Access

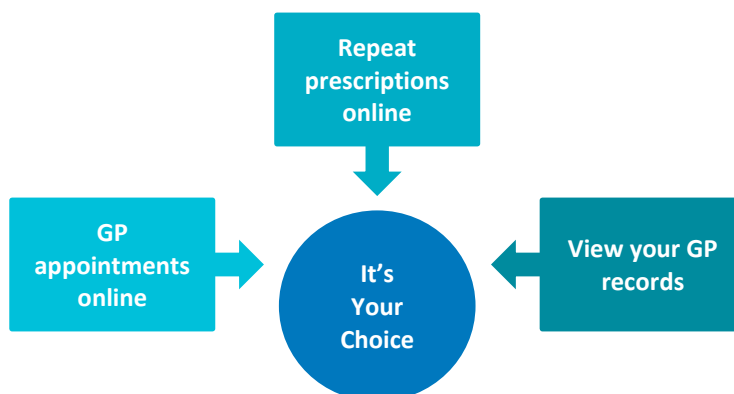
### Patient information leaflet 'It's your choice'

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. 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. This is rarely necessary but may be the best option if you do not use them responsibly or 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.**



**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.**

## ***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.

### ***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. If this happens please contact your surgery as soon as possible. The practice may set 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. 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. They would 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.

#### ***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.

### ***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 your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

For practice use only

Patient NHS number		Practice computer ID number	
<b>Identity verified by (initials)</b>  <div style="border: 1px solid black; width: 100px; height: 80px; margin: 5px 0;"></div> NEEDS TO BE CLEAR WHO THIS PERSON IS THAT VERIFIED	Date	<b>Method</b> Vouching (PM only to verify) <input type="checkbox"/> Vouching with information in the record (PM only) <input type="checkbox"/>	
		Photo ID and proof of residence <input type="checkbox"/>  PASSPORT CHECKED AND VERIFIED <input type="checkbox"/>  UTILITY BILL CHECKED AND VERIFIED <input type="checkbox"/>  OTHER FORM OF ID VERIFIED (Write below what it was that you checked) <input type="checkbox"/>	
Authorised by  On line prescriptions and appointments access can be signed off by the Head Receptionist  All requests for access to the medical record to be signed off by the Practice Manager.  <b>ALL FORMS TO BE SCANNED ONTO THE MEDICAL RECORD FOR AUDIT PURPOSES</b>			Date
			WHO
Date account created	Default date is the date fully authorized by as above unless recorded otherwise		
Date passphrase sent	Default date is the date fully authorized by as above unless recorded otherwise		
Level of record access enabled  All <input type="checkbox"/> Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> Detailed coded record <input type="checkbox"/>  Access to free text is not available  Limited parts <input type="checkbox"/>	Notes / explanations  <div style="border: 1px solid red; padding: 5px;">                     Detailed coded record  <input checked="" type="radio"/> Use detailed coded record settings  <i>Detailed coded record will allow you to choose which services this patient can access.</i>                      Allergies and medication are mandatory for the detailed coded record  <input checked="" type="checkbox"/> Allergies  <input checked="" type="checkbox"/> Medication                 </div> <input type="checkbox"/> Laboratory test results <input type="checkbox"/> Documents <input type="checkbox"/> Immunisations <input type="checkbox"/> Problems <input type="checkbox"/> Consultations		