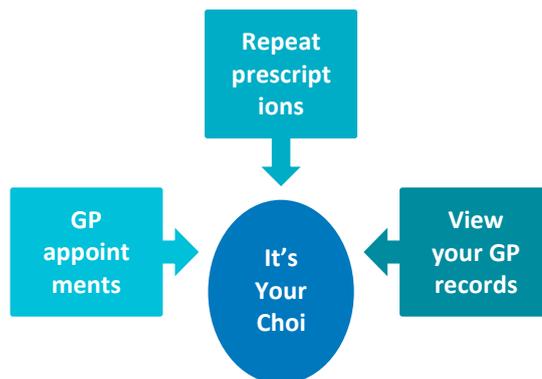


## Online Services Records Access Patient information leaflet 'It's your choice'



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 still telephone or call in to the surgery to arrange your appointment or request a copy of your test results, immunisations, medication or summary of your medical record if needed.
- If you do not have access to a computer but need to order repeat prescriptions you can do this by dropping the request off at Reception or in our post box, your local pharmacy or faxing it to us on 01235 536321. It's your choice (NB: We only accept prescription requests over the phone in exceptional circumstances e.g. IT failure or from those patients who are on our housebound register.)

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

### Information Security

The information you view in the Patient Access Medical Record Viewer comes from the clinical system at the practice. This information is encrypted and sent securely from the practice system to your PC web browser. This means that it is very difficult for anyone else to intercept and read the information.

Before we set up your account you will be required to complete a registration form and produce two forms of ID: one photographic e.g. passport or driving licence and the second which confirms your address e.g. utility bill or council tax bill. Once checked by the receptionist, they will be returned to you immediately.

### Access for Registered Carers

Registered carers for adults may have online access to medical records providing the patient is mentally competent to grant access. If there is a lack of mental capacity then access will only be given if a lasting power of attorney stating health and welfare capacity has been granted. You can obtain more information regarding this issue by visiting:- <http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/lasting-power-of-attorney.aspx>.

### Proxy Access To Children's On Line Records

Parents or the registered carers of children (with the permission of the children's parents or those granted legal guardianship) are able to also have access to their children's records.

There are however strict guidelines relating to children's medical records and from age 12 online access to the

share your details with a family member or carer.

If you have a child over the age of 12 and would like access to their online medical records they must be present when this is requested and freely give consent. If consent is granted then the access date will be extended to the child's 14<sup>th</sup> birthday when it will be disabled.

The guidelines that we follow in relating to children are called Gillick Competence and Fraser Guidelines.

### **Gillick competence**

The 'Gillick Test' helps clinicians to identify children aged under 16 who have the legal capacity to consent to medical examination and treatment. They must be able to demonstrate sufficient maturity and intelligence to understand the nature and implications of the proposed treatment, including the risks and alternative courses of actions.

child's medical record will be disabled. This is to ensure that children have the opportunity to access medical help with the knowledge that this will be confidential.

### **Fraser guidelines**

Lord Fraser was one of the Law Lords responsible for the Gillick judgment, who specifically addressed the dilemma of providing contraceptive advice to girls without the knowledge of their parents.

He was particularly concerned with the welfare of girls who would not abstain from intercourse whether they were given contraception or not. The summary of his judgment referring to the provision of contraceptive advice was presented as the 'Fraser guidelines'.

Fraser guidelines are narrower than Gillick competencies and relate specifically contraception

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

## ***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 to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

#### ***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.

### ***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>

## Woodlands Medical Centre Patient Online Access - Registration Form

If you would like to register to use our on-line services, known as Patient Access, please read the attached patient information leaflet then complete this form and hand it to the receptionist with **two forms of ID: one should be photographic e.g. passport or driving licence, the second should confirm your address. The receptionist will check the documents and return them to you immediately.**

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
Telephone number	Mobile number

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

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Viewing my summary medical record (medication and allergies)	<input type="checkbox"/>

***In accessing online services I understand and agree with each statement (please 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. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<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"/>

Signature	Date
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It is also possible to have a more detailed version of your medical record available to view on the web by yourself or others. If you would like to pursue this option, please email us at [woodlands.medical@nhs.net](mailto:woodlands.medical@nhs.net) once your account has been set up.

### For practice use only

Patient NHS number			
Identity verified by (initials)	Date	Method <input type="checkbox"/> Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence	
Authorised by			Date
Date account created			
Level of record access enabled <input type="checkbox"/> Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> All <input type="checkbox"/> Limited parts <input type="checkbox"/> Contractual minimum			Notes / explanation