

### **Important Information**

Please read before completing the form

Patients who wish to, can use the internet to

book appointments with a GP, request repeat prescriptions for any medications taken regularly and look at their medical record online. This is in addition to contact through traditional means for all of these services.



It is a patient's responsibility to keep their login details secure. If you suspect that your record has been accessed by someone who does not have permission to do so, then you should change your password immediately. If you are unable to do this, we recommend that you contact the practice so that online access can be revoked until the issue is resolved.

Any information printed from a patient's record, by a patient or their representative, is the responsibility of the patient (or representative) to keep secure. If you are worried about securely storing copies, we recommend that you do not make copies.

In the process of carrying out their normal duties, Practice staff have to input data to your record; this could be attaching a document received or something similar – you may notice administrator or reception staff names alongside some medical information – this is normal and not a cause for concern.

The definition of "Full Medical Record" is all of the information that is held in a patient's record, including; letters documents and free text added by staff, usually the GP. The coded record is all the information that is in coded form, like diagnosis, signs and symptoms – but excludes letters, documents and text. **You must request this separately once your registration is complete.**

Before applying for online access to your record, there are some things to consider. Although the chances of these circumstances are low, you will be asked to confirm that you have understood the following:

#### **Forgotten History**

There may be something that you have forgotten about in your record that you might find upsetting

#### **Abnormal results or bad news**

If you have access to test results or letters, you may see something that you find upsetting to you. This may occur before you have had a chance to speak to a Doctor or while the surgery is closed and unavailable for contacting

#### **Choosing to share your information with someone**

This is your choice to make, and may be very helpful for you – however, it is your responsibility to ensure that your information remains secure.

#### **Coercion**

If you think that you may be pressured into revealing details of your record to someone against your will, it is best that you do not register for online access.

#### **Misunderstood Information**

Your medical record is designed to be interpreted by clinical professionals to ensure you receive the best possible care; therefore some of the information within your medical record may be highly technical, written by specialists and not easily understood. Please contact the Surgery for clarification and explanation of your records.

#### **Information about someone else**

If you spot something in the record that is not about your, or there are other errors, please log out of the system immediately and contact the practice as soon as possible.

More information can be found at: [www.nhs.uk/nhsengland/aboutnhsservices/doctors/pages/gp-online-services.aspx](http://www.nhs.uk/nhsengland/aboutnhsservices/doctors/pages/gp-online-services.aspx)

### **Record Amendments**

You may disagree with information written in your record, but the information could still be factually correct. Whilst you can still ask this organisation amend an entry that you feel is inaccurate, an organisation should not change it if the healthcare professional believes it is factually correct. To request an amendment, contact the practice who will be able to provide the relevant forms.

### **Accelerated Access**

Patients will be granted access to their online record from their registration date. To access your online record you can sign up for the NHS app or request a SystemOnline login from the practice. More information can be found at: [www.nhs.uk/nhsengland/aboutnhsservices/doctors/pages/gp-online-services.aspx](http://www.nhs.uk/nhsengland/aboutnhsservices/doctors/pages/gp-online-services.aspx)

**Accessing Online Services**

After you have read the guidance note above and understood the information, you will be asked to provide consent before sharing your information.

Before your request for online access can be processed, we will need to see photographic proof of your identity.

In order to ensure that we can complete this request in a timely manner, please ensure that you have brought two forms of Identification (Photo & Address)

<b>First Name</b>		<b>Middle Name(s)</b>	
<b>Surname</b>		<b>Date of Birth</b>	
<b>Address</b>			
<b>NHS Number</b>		<b>Telephone number</b>	
<b>Email address</b>			

<b>I wish to have online access to: (tick all that apply)</b>	
View and book appointments	<input type="checkbox"/>
View and request medication	<input type="checkbox"/>
Access my Summary Care Record	<input type="checkbox"/>
Complete online questionnaires	<input type="checkbox"/>

<b>I wish to access my medical record and understand and agree with the statements below: (tick)</b>	
I have read and understood the "Important Information" on the previous page	<input type="checkbox"/>
I accept that I am responsible for all information I see or download	<input type="checkbox"/>
If I share my information with anyone else, I accept that it is done at my own risk	<input type="checkbox"/>
I will contact the practice immediately if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
I will log out and contact the practice immediately if I see information in my record that is not about me or is inaccurate.	<input type="checkbox"/>

<b>Full Name</b>			
<b>Signature</b>		<b>Date</b>	

**For Practice use only:**

Staff member adding information		Date	
Sent for Scanning	<input type="checkbox"/> (name)		