

3. If you do not have the two forms of identity required please ask to speak to the Reception Team Leader/Office Manager.
4. You must complete an Application Form to say you have read and understood this Information Leaflet before you can start using the system. This form is available from reception or from the practice web-site. You can fill out the form before you come in.
5. When you have completed and signed an Application Form the practice will process your registration. You will then be sent a letter by secure e-mail with details of how to log on to the service including a PIN and password. You must keep these login details safe.
6. Once you've registered on the Patient Access website you will be given a unique username and password which you need to keep secure.

### **Can I have access on behalf of my children?**

We do not currently provide access to patients under the age of 16 in line with guidance from NHS England.

### **I care for someone; can I have access on their behalf?**

We are currently unable to offer access to other patients' records. This is for reasons of patient confidentiality and data protection. We hope to be able to offer this facility in the future.

## **The Robert Darbishire Practice Ltd**

(The Robert Darbishire Practice, The Whitswood Practice and New Bank Health Centre)

# **Guide to Patient Online Services**

## **Information Leaflet for Patients and Carers**

We offer a range of online services for our patients called Patient Access. This system allows you to access the practice from your own computer or smartphone to:

- Order repeat prescriptions
- View your allergies, medications and immunisations
- Book some appointments (but if you need an interpreter you will need to book your appointment through our reception as usual).
- Change your contact details
- Cancel all types of appointments
- View parts of your medical record – test results, consults, problems.

If you do not want to use online services, your treatment will not be affected in any way and you can still contact us as you did before. You also have the right to cancel your online access at any time.

### **What are the advantages for me?**

- You can quickly and easily cancel an appointment, order a repeat prescription or notify us of changed details 24/7/365 without needing to phone the practice.
- If you're on repeat prescriptions and you nominate a pharmacy when you sign up for on-line services, your prescriptions will automatically be sent to that pharmacy after we've processed your orders meaning that you don't have to come into the practice to collect your prescriptions.
- You can choose to share your records with those treating you anywhere in the NHS. You may also wish to share your records with family members.
- You can easily look up your list of medications and immunisations (known to your GP).
- Accessing your record on computer will help you to understand and make better use of the information we hold about you.
- Access can help you discuss your health with health professionals caring for you.
- You can help to ensure that the information we hold about you remains accurate, up to date and complete.

## What information will I be able to see?

The system allows you to view the following areas of your GP medical record:

- Allergies and any bad reactions to medications
- Vaccinations and immunisations
- Medications
- A summary of your GP record
- Results showing all investigations such as blood results and liver tests
- Medical history showing diagnoses, investigations, and procedures

## Are there any risks for me?

- There may be something in your record that you have forgotten and do not want to be reminded about.
- 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.
- Some terms may be difficult to understand as the notes are made by doctors and nurses for each other. If necessary please seek further information during your next appointment at the surgery.
- 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. The surgery will continue to try to contact you directly as soon as possible about test results which require further action.

## Can I alter the record?

You can request any changes to your record. If you see something which you think needs to be changed, please contact the practice/office manager as soon as possible. Any changes to your medical record will need to be authorised by your GP.

## Can I share the record?

You will be given secure log in details to access your record. You should keep these safe and not share them with anyone. However if you want to share your record with other health professionals or people caring for you, including family and friends, you can send a link to share your record for 24hrs, print off details or show them the record online by logging on to any internet connected PC or mobile phone through the Patient Access app. The Patient Access app is available for both Android and Apple phones. If you do print information from your record you must make sure you dispose of it securely.

## What about security?

Your information remains under the control of your GP as it does now. Like online banking, access is controlled by using a Username and password. You will be responsible for keeping your log in details safe. Logging off will clear all the information accessed online from your computer system.

Only the surgery permanently holds your information. You are advised not to copy information to your own computer but to log on to the secure site each time you wish to access information as it will be up to date and secure. Information may be printed and shared as you wish, but please ensure any paper copies are kept secure and disposed of securely when no longer required.

## Will my data be passed to anyone else without my permission?

No. Your personal data can only be shared with your permission or otherwise allowed by law. Please see the Information Commissioners Office web-site for further information:

[ico.org.uk/for-the-public/](http://ico.org.uk/for-the-public/)

## What happens if I change practices?

All Practices should offer online access. You would need to register again with your new practice, for online access.

## Conditions

- By agreeing to online access, you will be agreeing to use the system responsibly and that access will be removed as a result of abuse of the system.
- If you spot something in the record that is not about you or notice any errors, please log out of the system immediately and contact the practice as soon as possible.

## What if I lose my login details?

If you need your log in details again please come to reception at the practice with your proof of identity documents. Reception will then be able to arrange for you to be issued with new log in details.

## How do I get started?

1. To be able to use the system you must have a computer or smartphone with internet access.
2. You will need to have a Patient Access account set up with the practice. You will need to bring **photo ID** and **non-photo ID** with you to register e.g. a **passport or driving licence** and a **bank statement** (not printed from the internet). See the list on the reverse of the application form.