

KIRKOSWALD SURGERY

Application for online access to my medical record

Surname	Date of birth
First name	
Address and 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. Access to my medical record	<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 leaflet ** 'What you need to know about your online GP records'	<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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For practice use only

Patient NHS number		Practice computer ID number	
Identity verified by (initials)	Date	Method	Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>
Authorised by			Date
Date account created			
Date passphrase sent			
Level of record access enabled		Notes / explanation	
Contractual minimum yes/no Other.....			

What you need to know about your GP online records

You are now able to book and cancel appointments at your GP surgery and order repeat prescriptions online, as well as view allergies, medications, illnesses, immunisations and test results.

You are able to view your GP records on a computer, a tablet or a smartphone, using a website or an app. If you would like to start using online services, see the Getting Started with GP Online Services guide for more information. Information on how to get started is also available online at www.nhs.uk/patientonline.

What's in it for you?

You can look at your records whenever you choose to, without needing to print them. Online records are up to date and more secure than a printed paper record which could get lost or seen by others. People who have long term conditions, for example diabetes, hypertension or coronary heart disease, have found that looking at their test results online helps them make positive changes to improve their health. They can see if their condition is improving or getting worse by looking at past test results. You can look at your medical records before your appointment to see if there is anything you need to discuss with your doctor or nurse. This could be your test results, illnesses you have had in the past or any new information added to your records. This would help you discuss any concerns you may have and help you benefit more from your appointment. One of the most useful things patients have found is that you can make sure your medical information is accurate. For example, you will be able to let your doctor know if you have an allergy to a medicine and it is not recorded. Before you go on holiday, you can check if your vaccinations are up to date without having to go to your surgery.

Understanding your records

Your records are written to help medical people look after you and so in some cases, you may not understand everything you see. If you find anything difficult to understand, as well as talking to your doctor or nurse, you can go to the NHS Choices website by using this link www.nhs.uk. NHS Choices is the NHS website for patients so you can look for information on illnesses, improving health and to find NHS services in your local area.

Other websites frequently used to search for information on illnesses and test results are Patient – www.patient.info and Lab Test Online UK – www.labtestsonline.org.uk. Although these are not owned or checked by the NHS, other patients have found them useful.

A few things to think about

There are a few things you need to think about before registering for online records. On very rare occasions your GP may not think it in your best interest for you to look at your GP records online. If this happens, your GP will discuss their reasons with you. It is up to your GP to decide if you should be allowed access to your online records.

A number of test results come back giving an out of range value and will show as abnormal. Do not be alarmed by this as the GP looks at all results and will only contact you should further treatment be needed. You will not be contacted for normal results. Information in your medical records might need correcting. If you find something you think is not correct, you should contact your surgery. The staff will be able to answer your questions and set things right when needed. Please bear in mind that you cannot change the record yourself.

There may be information in your medical records that you did not know was there or that you had forgotten about, such as an illness or an upsetting incident. If you see anything you did not know about that worries you, please speak to your surgery and they will discuss this with you. If you see someone else's information in your record, please log out immediately and let your surgery know as soon as possible.

If you have questions about any of the above points, please talk to your surgery and they will be able to advise you further.

Terms and Conditions

- To apply for online access to the Practice's clinical system, patients must complete the '**application for online access to my medical record**' form.
- Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other / further family members.
- Applications for online access **will not** be considered for patients who are under the age of 18 unless specified by the GP for ordering of prescriptions
- You can choose to let another person see your medical records, for example members of your family or a carer. To do this safely please ask at reception for a '**consent to proxy access**' form
- Where access is refused this will be in writing, a reason will only be given at the discretion of the Partners.
- Patients with a history of non-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking, however the remainder of the facilities will be considered.
- Appointments booked online 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 online 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, access will be removed permanently and without further notice, at the discretion of the Partners.
- Repeat prescriptions may only 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 ordered or requested using this facility will not be actioned, and no contact will be made with the patient. Prescriptions ordered outside this guideline must be via reception staff.
- Personal Information updating is subject to validation after submission.
- Approved access requests will be notified along with access instructions and a copy of these Terms and Conditions.
- Requests for reissuing of access log-in details will be responded to on demand by reception if they are sure of the identity of the patient requesting this.
- If you change surgeries, you will need to register again for online services at your new surgery.
- You can choose to stop using online services at any time by informing us at reception