

# Patient Online and Application Form

## 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 medications you take regularly and look at your medical record online.

Registering for Patient Online will support you to take greater control of your health and wellbeing by enabling you to access online services wherever you are, whenever you need to.

Just like online banking, you can access Patient Online on a computer, a tablet or a smartphone, using a website or the app

You will still be able to use the telephone or call in to the surgery for any of these services as well. It's your choice. You can choose to:

- Book and cancel appointments with your doctor or nurse online. Having access to the online booking system allows you to book and cancel appointments without having to speak with a member of staff, and view available dates and times
- Order repeat prescriptions online. Ordering repeat prescriptions online can save unnecessary trips to your Practice, and can be ordered at a time convenient for you
- Look at your GP record online. Being able to see your record online might help you to manage your medical conditions. It also means that you can access it from anywhere in the world should you require medical treatment on holiday.

Access to your GP record online will be given after a clinician has reviewed and authorised it. This may take may slightly longer.

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.

## How to sign up for online services

Using Patient Online services is simple; complete the following steps to get started:

1. Fill in and sign the attached application form
2. Take your completed form to your GP Practice, along with photo identification and proof of address, for example a passport or driving licence and a bank statement or council tax statement.

If you do not have any ID and are well known to your surgery, a member of staff may be able to confirm your identity. If you do not have any ID and are not well known to your surgery, they may ask you questions about the information in your GP record to confirm the record is yours.

3. You will be given login details, including your account linkage key, practice code, account ID, NHS number and website address - so you will need to think of a password which is unique to you.

**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 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 and 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>

### Learn how to use GP Online Services

If you already know how to use the internet, you can take a short course on how to start using GP services online at <http://www.learnmyway.com/what-next/health>

# Application Form

Please complete the information below, and return to your GP Practice:

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. Book and cancel appointments	<input type="checkbox"/>
2. Request repeat prescriptions	<input type="checkbox"/>
3. Access my medical record (please complete the following information)	<input type="checkbox"/>

If you would like access to your medical record online, please complete the following:

I wish to access my medical record online, I understand and agree with (please tick each statement):	
• I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
• I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
• If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
• 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"/>
• 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"/>
• I understand that my medical record is designed to be used by clinical professionals to ensure that I receive the best possible care. I understand some information within my medical record may be highly technical, written by specialists and not easily understood.	<input type="checkbox"/>

Signature	Date
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## FOR PRACTICE USE ONLY

Identity verified and password created by:	Date:	Photo ID and proof of residence	<input type="checkbox"/>
		Vouching	<input type="checkbox"/>
Level of Access Enabled (tick)			
Medication and Allergies	<input type="checkbox"/>	Appointment Booking	<input type="checkbox"/>
Immunisations	<input type="checkbox"/>	Prescription ordering	<input type="checkbox"/>
Results	<input type="checkbox"/>	Access authorised by: Date	
Problems	<input type="checkbox"/>		
All Coded Record	<input type="checkbox"/>		