

What is Patient Access?

Patient Access online services will give you the option to:

- Make appointments online
- Order repeat prescriptions online
- View your own medical record summary online

You will be able to complete these actions using a computer, tablet or smart phone rather than having to phone or visit your practice.

What are the benefits of online services?

Online services will allow you to book and cancel appointments or request repeat prescriptions at a time that is convenient to you – day or night. It can also mean not having to travel to the surgery and can free up phone lines for people without access to a computer.

Having access to records means that you could be more in control of your health and well-being. This is particularly helpful for people who live with a long term condition such as Diabetes that needs regular monitoring and frequent prescriptions.

Online access helps practices to manage appointments and telephone calls more efficiently and patients find it convenient and accessible.

Why are you using Patient Access?

The NHS has consulted with individual patients and patient groups over the last four years. Many patients have said that they want to see their records, want to be more involved in their own care and wish to be involved in deciding on the best way they are treated and cared for. Patient Access is part of making this happen. Online services are an additional way of accessing services for those patients who want it.

How will I get access to my GP record?

Generally, you will need to fill in a short form and bring proof of identity into your GP surgery so that they can provide you with login detail and a password. Alternatively you can register online, but the practice will need to authorise your request before you can access your record. Please contact Reception for more details.

Access to records is available on request for all patients aged 16 years and over. For clinical safety and patient confidentiality, access to online services for patients aged under 16 years will not be granted.

How can I be certain that no one else can get access to information from my GP record?

Only you will be given access to your record.

When you sign up to Patient Access, you will be given a secure login and a password. These details are unique to you and, along with your personal information, will not be shared with anybody else unless you choose to let them see it. This is not different to how you would access other online services, for example banking.

Where is my information stored?

Patient information is stored within the IT system your general practice uses and within the practice paper records.

Will my carer be able to see my record?

If you want your carer to see your record this can usually be set up for you. Please contact your practice to talk about what you need to do.

How will you avoid patients being forced or misled into providing access to their information?

The practice will look at each request for access to a record and do everything they can to make sure they are genuine and not being made under pressure. Sometimes it is in the best interests for a relative or carer to have access and this is also something that will be looked at on a case by case basis at practice level. The practice is able to refuse or withdraw access to a record if they have concerns.

If I don't have a computer, tablet or smart phone what will it mean for me?

Online services are an extra option for those who wish to use them and will not replace other ways of contacting the practice such as by phone or in person. By freeing up phone lines and reducing the need for people to visit in person, it is hoped that patients who don't have a computer will find it easier to contact their practice.

How do I get assistance to get online access?

Please contact our Reception Team who will be happy to help.

Application for online access to my medical record

Surname:	Date of birth:
First Name:	
Address:	
Email address:	
Home tel:	Mobile tel:

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

1. Requesting repeat prescriptions	☐
2. Booking appointments	☐
3. Accessing my medical record	☐
4. Wanting access to blood test results only	☐

I wish to use some/all of the online services above and understand and agree with each statement (tick):

*Please note if you do not confirm all conditions below we will be unable to grant access to any of the online services

1. I have read and understood the information leaflet provided by the practice	☐
2. I will be responsible for the security of the information that I see or download	☐
3. If I choose to share my information with anyone else, this will be at my own risk	☐
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	☐
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.	☐

Signature:	Dated:
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For practice use only:

ID PROVIDED: 1-	REQUEST TAKEN BY:
2-	DATE:
DOCTORS AUTHORISATION: Own GP to sign-	PIN DOCUMENT PRINTED/POSTED TO PATIENT?
GP Vouching pt identity:	