

‘IT’S YOUR CHOICE’

Patient On-line: Book Appointments Request Repeat Prescriptions Records Access

You can now use the internet to book appointments, request repeat prescriptions and now look at your medical record on-line. You can of course still telephone or call into the surgery for any of these services.

Being able to see your record on-line might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you need medical treatment on holiday.

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 will not affect the quality of your care.

**Application for online access will require you to show TWO forms of ID.
One picture ID, ie. Passport or Driving Licence. One proof of residence, ie. Utility Bill or Finance Statement.**

You will be given log-in details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record unless you choose to share your details with a family member or carer.

THE PRACTICE HAS THE RIGHT TO REMOVE ONLINE ACCESS TO SERVICES FOR ANYONE THAT DOESN’T USE THEM RESPONSIBLY

It will be **your** responsibility to keep your log-in 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 re-set 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.

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:

FORGOTTEN HISTORY

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

COERCION

If you think you may be pressured into revealing details from your record against your will then its best that you do not register for access.

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. This may occur before you have spoken to your GP 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 – family members or carers. It’s your choice but also your responsibility to keep the information safe and secure.

MISUNDERSTOOD INFORMATION

Your medical record is designed to be used by clinical professionals. Some of the information within your record may be highly technical and not easily understood. If you require further clarification, please contact the Practice.

INFORMATION ABOUT SOMEONE ELSE

If you spot something in your 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.

NB: The Data Protection Act states that your data cannot be passed to anyone else without your permission.

CONFIDENTIALITY AND YOUNG PERSONS

No parent/guardian or young person under the age of 16yrs will have access to their medical records in accordance with British Medical Association recommendations. Access will be granted to a young person when they reach 16yrs. The young person should then complete and sign a consent form if they wish to have online access. Parent/Guardian/Young Persons will be allowed access to online appointments and repeat prescriptions only.

If access is required to a Young Persons record by a Parent/Guardian then this would have to be requested/discussed with the GP.

Young persons under the age of 16 are sometimes competent to make important decisions themselves. The Practice will take this into account if the young person does not want access to be granted to a parent.

NB. IMPORTANT INFO:

Medical Record Access will not be available to Patients until they have been registered for 3 months.

[Version 4: 31.05.17]

CONSENT FORM – PATIENT ACCESS TO MEDICAL RECORDS

I have read and understood this information leaflet about access to my medical record and subject to the information in this leaflet, I consent to Stockbridge Practice enabling me access to my electronic health record via the internet.

I further agree to use the system in a responsible manner with all instructions given to me by Stockbridge Surgery and to immediately report any errors I encounter whilst using the system. If I see any patient data which does not relate to me I will immediately log out and report the matter to Stockbridge Surgery

Name:

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DOB:

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Telephone No:

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Mobile No:

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Email:

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Access given to someone other than the patient eg parent/guardian/friend/relative . Please give name of person and their relationship to the patient:

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Relationship:

SIGNED:

DATED:

ID SEEN BY PRACTICE YES/NO

Name of Staff Member.....

Date:



Stockbridge Surgery
New street
Stockbridge
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01264 810524

‘IT’S YOUR CHOICE’
Patient On-Line:
APPOINTMENTS
REPEAT PRESCRIPTIONS
MEDICAL RECORDS



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