



DR. M. WOOLLETT. DR. L JOSEPH. DR P LEE-ROBICHAUD DR J POWELL

## APPLICATION FOR ONLINE ACCESS

Surname:	First name:
Date of birth:	
Address:	
Email address:	
Telephone number:	Mobile number:
Do you wish to receive text messages from us? YES <input type="checkbox"/> NO <input type="checkbox"/>	

### I wish to have access to the following online services (tick)

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical records	<input type="checkbox"/>

### I understand and agree with each statement below (tick)

1. I have read and understood the attached information leaflet (please remove and keep this for your 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 and online access log in details with anyone else, this is at my own risk (see 'coercion' in attached patient information leaflet)	<input type="checkbox"/>
4. If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible	<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"/>
6. I understand that there may be sensitive information in my medical record that I might find upsetting.	<input type="checkbox"/>

**SIGNATURE** \_\_\_\_\_ **DATE:** \_\_\_\_\_

### STAFF USE ONLY

Identity verified by (initials):	ID seen:
Account created by:	Date:
Patient NHS number:	
Level of Access enabled: Full Prospective <input type="checkbox"/>   Limited Parts <input type="checkbox"/>   Appts & Meds <input type="checkbox"/>	
Pass Form to Docman Team <input type="checkbox"/>   Pass Form to Data Administrator <input type="checkbox"/>	



## Online Services Records Access Patient Information Leaflet 'It's your choice'

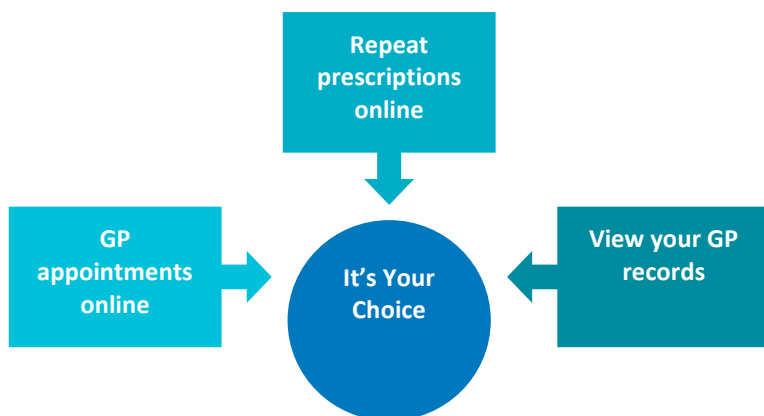
If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require 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 decision will not affect the quality of your care.

The practice has the right to remove online access to services. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. This may occur if someone else is forcing you to give them access to your record or if the record may contain something that may be upsetting or harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible.

The practice will try its best to process applications as soon as possible. However, this could take up to 40 days (General Data Protection Regulation 2018.)

You will be given login details, so you will need to think of a password that 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.



It is 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 information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.

Be careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer, remember to log out of your online record, shut down the browser and switch off the computer after you have finished.

## 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 should read and understand the following before you access your online record.

### Things to consider

#### Sensitive information and forgotten history

There may be sensitive information in your record that you might find upsetting. There could also be information that you have forgotten about.

#### 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 doctor or while the surgery is closed and you cannot contact them. The practice may set your record so that certain details are not displayed online. For example, they may do this with test results that you might find worrying until they have had an opportunity to discuss the information with you.

#### 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. If it would be helpful to you, you can ask the practice to provide another set of login details to your Online services for another person to act on your behalf. They would be able to book appointments or order repeat prescriptions. They may be able to see your record to help with your healthcare if you wish. Tell your practice what access you would like them to have.

#### Coercion

'Coercion' is the act of governing the actions of another by force or by threat, in order to overwhelm and compel that individual to act against their will. If you feel that you are being pressured into applying for Patient Access against your will, please discuss with staff and/or your GP. Remember we can switch off Online Access for you at any time should you have concerns. 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.

#### 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.

#### Consideration to other patients

The practice will do its best to talk through clinical data that may require an explanation. However, a routine appointment or telephone consultation may be needed; please understand that this may not be a priority above patients who are acutely unwell.

### More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure:

[www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf](http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf)