

Patient Online: Medical Records Access Online Patient information leaflet 'It's your choice'

If you wish to, you can use the internet to do the following:

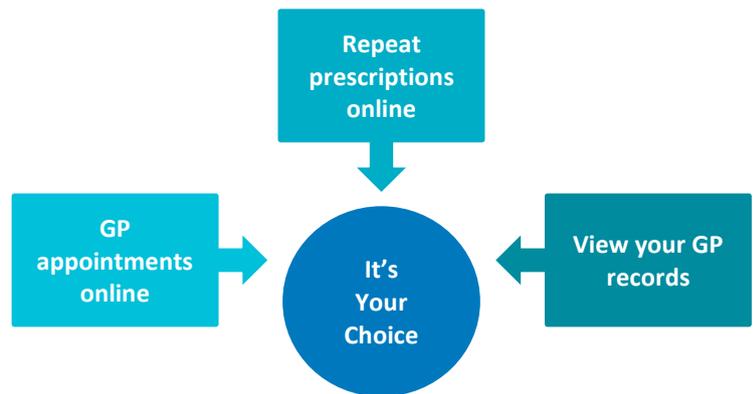
1. Book or cancel appointments with a GP or nurse
2. Request repeat prescriptions for any medications you take regularly
3. Change your contact details
4. Look at aspects of your medical record online.

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 could 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. In general this decision will not affect the quality of your care.

You will be given login 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.



Security

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.

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 and make sure your carer does the same.

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, firstly use the links to information on the patient access screen, but if still not clear, 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 in conjunction with 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>

We at Fernville strongly recommend that you read this document. You will find a link to it on our website: www.fernillesurgery.org under 'online services'

Next Steps

If you wish to go ahead with arranging access to your records, please:

1. complete the form attached
2. return it to the administration department at Fernville and
3. a member of staff will be in contact with you to arrange a 'familiarisation session' for you.

ONLINE ACCESS TO MEDICAL RECORDS: APPLICATION FORM

Please complete a separate form for each person that wishes to be considered to have access to view a summary of their medical records online.

The patient **MUST** be aged 18yrs or more and **must already be registered for basic 'PatientAccess' at Fernville Surgery.**

Please fill in the table below, then read and sign the declaration:

<i>Surname</i>	
<i>Forename</i>	
<i>Title</i>	
<i>Date of Birth</i>	
<i>Address</i>	
<i>Address</i>	
<i>Address</i>	
<i>Post code</i>	
<i>Home phone No</i>	
<i>Mobile phone No</i>	
<i>Email address</i>	

Declaration: I am aged 18yrs or more and I have read and understood the patient Guidance Booklet found at:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

By registering myself for PatientAccess to medical records at Fernville, I agree to follow all instructions on how to use the system and only to use it for my personal benefit. I will not tell my logon details to anybody else.

SignedDate

Name in caps.....

Once our administration department has received this form we will arrange for you to be seen at the surgery to discuss the implications of record access and how this is done.

Keep the details on this form safe until you complete your registration. Destroy them safely afterwards, we don't want you to risk other people gaining access to your medical record.