

# PATIENT ACCESS TO DETAILED ONLINE RECORDS

## 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. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them. If this happens please contact your surgery as soon as possible. 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

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 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>

## Request for online access to more detailed information

### Your details

First Name : .....

Surname : .....

Date of Birth : .....

Address : .....

..... Postcode : .....

Mobile Tel No : ..... Home Tel No : .....

Email address : .....

### Confirm you have read the 'Things to consider' overleaf \*

I have read the 'Things to consider' \* your request cannot be processed unless you have ticked this box

### What happens next

Your request will be passed to your doctor.

**If permission is granted**, we will amend your online access to include more detailed information - allergies, laboratory test results, problems and immunisations - and we will let you know by text:

Text  \* please ensure you have entered up-to-date information above

**If permission is not granted**, we will write to you with an explanation.

### Please sign below to confirm you are the patient detailed above;

Signature: ..... Date: .....

## Office Use Only

### Identification seen or vouched for by:

Staff Name (Printed): ..... Staff Signature: .....

Access Agreed (please circle): Yes / No

GP Name (Printed): ..... GP Signature: .....

Date: