

Application for online access to my medical record

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
Telephone number	Mobile number

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

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

I wish to access my medical record online and understand and agree with each statement (tick)

1. I have read and understood the information leaflet provided by the practice	<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 with anyone else, this is at my own risk	<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. If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible.	<input type="checkbox"/>

Signature:	Date:
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Present this completed form in person to one of our receptionists who will verify your ID and print off your username/s and password/s.

For practice use only

Patient NHS number		Practice computer ID number	
Identity verified by (initials)	Date	Method Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>	
Authorized by			Date
Date account created			
Date passphrase sent			
Level of record access enabled		Notes / explanation	
All <input type="checkbox"/> Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> Detailed coded record <input type="checkbox"/> Limited parts <input type="checkbox"/>			

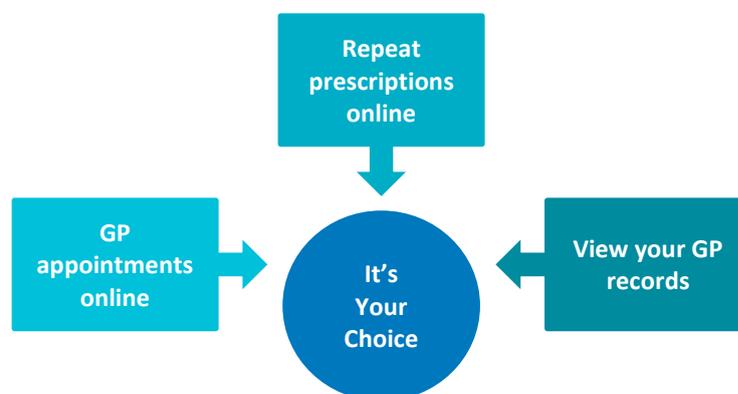
Online Services Records Access Patient information leaflet 'It's your choice'

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.

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. 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.



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.

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 to 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 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>

Charlton House Medical Centre Online Access Policy

The NHS's ambition is to embrace technology as part of its drive to offer modern, convenient and responsive services to patients, their families and carers. GP practices are leading the way

At Charlton House we promote the use of online services in line with the GP Forward View and GMS Contract requirements the use of online systems for patients.

From April 2019 all new patients registering at the Practice will have full prospective view of their medical records and one of these forms will only need to be completed for a retrospective view.

Further deadlines for offering full retrospective view to all patients will be set over the next 3 years.

This Policy should be read in conjunction with (click links or see website for embedded leaflets)

[Giving Another Person Access to your Online record - NHS Patient leaflet](#)

[Young People's Access to GP Online Record - NHS England](#)

[Keeping Your Online Record Safe - NHSE](#)

[Giving employed carers access to your GP online services- NHSE](#)

[What you need to know about your GP online records - NHSE](#)

For copies please ask Reception or go on to our website for more information

What you can expect

Please note that following receipt of this correctly completed form, it **may take up to 14 days** to grant access for electronic records only. Full retrospective view will take longer up to 30 days. This is due to the record needing to be reviewed for third party and any data that may cause harm. We will do our best to get the access switched on as soon as possible ***Please note prior to 2013 notes are held in paper format. Copies can be requested using the SAR form. This form is only for access to the electronic records***

Test Results

If you are requesting access to test results, please be aware you may be able to view results before a Doctor has contacted you to discuss them. It is important to understand that the terminology used on the clinical system may not be clear or readable by a non-clinical person and it is therefore best to wait for your clinician to contact you. We have robust systems in place to assess and contact patients should any results be concerning. Our policy will remain of contacting patients within two weeks of the test being sent to the laboratory. By requesting access you are confirming you accept this.

Appointments

The Practice currently offers all routine appointments via the online booking system. Only two online appointments can be booked at any one time. This is again in place to ensure we minimise patients not attending.

Currently only GP routine appointments are available online. This is due to appointments with the nurse and HCA being for different lengths of time. We hope to change this in the future.

If patients using the online system continue to not attend appointments access may be removed.

Please sign to confirm you have read the attached Charlton House Online Access Policy and that you agree to abide by this.

Signed:
Name:
Date:

Practice Use Only

A Practice Data Security Officer needs to sign to confirm the record can be accessed and that they are happy this request is lawful and that the patient understands their responsibilities under the Data Protection and GDPR laws.

Only the below Officers can sign to confirm the above

Mr Mohammed Al-Mahfuz - Data Protection Lead	
Dr Hafizur Rahman - Caldecott Guardian	
Dr Hafizur Rahman - Data Security Lead	
Miss Bianca Goncalves - Information Governance Officer	