Before you begin to use Patient Online Access we would appreciate it if you could read the following guidance which has been put together to help you use it effectively.

**What is Patient Access?**

This is an online facility to enable you to make and cancel appointments and order repeat medication.

You are also able to have access to a summary of your medical records.

**Advantages of using Patient Access**

It is an invaluable service for patients who have hectic lifestyles, work shifts or have mobility problems as it allows you to make or cancel appointments and order repeat medication at any time of the day. It also means you can even access it from anywhere in the world should you require medical treatment on holiday.

Patients who are able to see their medical records online find it helps them to manage their medical conditions more effectively and become more involved in their care.

**Consent**

You will needs two forms of identification; one photo ID i.e. Passport or Driving Licence and one to confirm your address i.e. Bank Statement/Driving licence. You will be asked to complete and sign a form.

Your log in details will be posted to you (please allow 10 working days for us to process your request). You will need to think of a password which is unique to you, this will ensure that only you will be able to access your record – unless you choose to share your details with a family member or carer.

Note any information about you that the practice holds is subject to the regulations in the Data Protection Act 1998. The consent agreement is between you and the practice.

**Security**

Patient Access has the same level of security as online banking. The information you view comes from the clinical system at your GP practice, this information is encrypted and sent securely from the GP system to your PC web browser, this means it is very difficult for anyone else to intercept and read the information. When you log off Patient Access or if there is a problem with your computer (e.g. a power failure), all your confidential medical information is cleared from the system.

If you cannot do this for some reason, we recommend you contact the practice so they can remove online access until you are able to reset your password.

You will be given secure log in details at the point of registration. This will ensure that only you are able to access your record – unless you choose to share details with a family member or carer.

**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 you see it you should change your password immediately or contact the practice.**

**If you print out any information from your record, it is also your responsibility to keep this secure.**

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:

<https://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/documents/patientguidancebooklet.pdf>

**Considerations before accessing online services**

Before you register to access online services, there are things that should be considered first, particularly in relation to accessing medical records:

* **Booking appointments online:**

A proportion of our pre-bookable appointments for GPs and blood test appointments have been allocated for online bookings at this time. Nurse appointments are not available to book online due to different time slots required for procedures.

* **Ordering repeat prescriptions for medications taken regularly:**

This service is available to those who already have regular repeat medication prescribed.

Patients are asked to maintain the usual notice period for prescriptions (i.e. 72 hours)

* **Viewing summary information from medical records:**

**The GP will review patient’s records before allowing access online.**

*Forgotten history:* there may be something you have forgotten about in your record that you may find upsetting.

*Abnormal tests:* if you are given access to test results, you may see something that you find upsetting or do not understand. This may occur before you have spoken to a Doctor or while the surgery is closed.

*Coercion:* It is best not to register if you think you may be pressured into revealing details from your record to someone against your will.

*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 practise as soon as possible.

*Misunderstood information:* Your medical record is designed to be used by clinical professionals and therefore some information may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

**ROWNER SURGERY**

Man walking in a park looking at his phone. Text above him reads book appointments, renew prescriptions, view health records

**Patient Online Services**

**The following leaflet tells you:**

* What online services the practice offers patients
* Who can access these services
* Important information to keep in mind when using these services
* How to access the online services