

Dear Patient

**VIEWING YOUR FULL MEDICAL RECORD ONLINE**

You have requested to access your medical record online through the practice website.

The online system allows you to view your medical record using a personal computer or smart phone over a secure internet connection. Please find attached the patient information leaflet ‘It’s your choice’ which details things you should consider before applying for this service.

The Practice has made the decision that detailed read coded entries (a diagnosis coding system used in general practice) will be visible from when a patient record first became computerised however full access (which will include free text entries) will only be visible from the date of your request going forward.

In order to activate this facility we require you to complete the enclosed patient consent form. You will then need to bring this into the practice, together with two of the following forms of ID, of which one must be a photo ID.

* Passport or photo Driving Licence
* Document with address on, valid within the last 3 months

Once the ID checks have been completed you will be registered to view your medical records on line. Please allow up to four weeks for your application to be processed.

If you already access the system to book appointments or order repeat medication you will be able to use your existing user ID and password.

**PLEASE 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 Addingham Medical Practice.**
* **This facility is only available to patients aged 16 years old and over.**
* **Please note that although you have access to view your medical record online, you cannot add or change any information in any way.**

After reading the enclosed information you decide not to join, or wish to withdraw at any time, it will not affect your treatment in anyway.

Yours sincerely

**Addingham Medical Centre**

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01943 830367 or email b83620.addingham@nhs.net.



**Online Access to Full Clinical Record Patient Consent**

You have requested to view your full GP medical record online.

If you would like to have secure online access to your records, we need to make sure that you understand what this involves and that you are happy for us to use the information about you (provided below) to set up the and operate the service.

The following form will take you through the things you need to think about. By signing the form you will be giving us your permission to activate this service for you. If you decide not to join, or wish to withdraw at any time, your treatment will not be affected in any way.

**Declaration (please delete response as appropriate):**

|  |  |
| --- | --- |
| 1. I agree to my GP practice giving me access to my medical record online.
 | YES / NO |
| 1. I have read and understood the patient online access to medical records information leaflet ‘It’s your choice’.
 | YES / NO |
| 1. I agree to use the system in a responsible manner in accordance with all instructions given to me by the practice. If not access may be withdrawn.
 | YES / NO |
| 1. If I see information which does not relate to me, I will immediately log out and report the matter to the practice as soon as possible.
 | YES / NO |
| 1. I agree that it is my responsibility to keep secure, my username and passwords. If I think these have been shared inappropriately I will reset them using the instructions supplied. I am also responsible for keeping safe any information I may print from the record.
 | YES / NO |
| 1. I understand that online access is granted at the discretion of the practice, taking into account my best interests. I will be informed of any decision to withdraw the service. *Please note, this does not affect your rights of Subject Access under the Data Protection Act.*
 | YES / NO |

**Other considerations**

|  |
| --- |
| The practice makes every effort to record information as accurately as possible, however there may be information that you do not feel is correct.  |
| 1. If I notice any inaccuracies with my record, I will inform the practice manager as soon as possible of any errors or omissions.
 | YES/NO |
| 1. I understand that I may see information on my record that I was unaware of / have forgotten about that could cause distress.
 | YES / NO |
| 1. I understand that as before, I will be informed directly, by the practice, of any test results which require further action. However I understand that I may see these results online before the practice has been able to contact me. This could be while the surgery is closed and there is no one available to discuss them with me.
 | YES / NO |

**Patient Details**

|  |  |
| --- | --- |
| Surname |  |
| First Name(s) |  |
| Date of Birth |  |
| NHS number (if known) |  |
| Address |  |
| Home Telephone Number |  |
| Mobile Number |  |
| Email\* |  |

\*If this address is shared with others please consider whether you agree that it can be used to send you confidential information about your account / the services used.

Patient’s Signature (\*to be signed by patient in front of the Receptionist)

………………………………..………………………………………………………………………………………………………………..……..….

Date: …………………………………………………………………………………………………………………………………………………..

***We will contact you when this facility has been activated. Please remember to keep all your account details secure. If you think your account details may have been shared with someone you should reset them straight away. If you have any queries or concerns about the service or wish to withdraw from the service please speak to the Practice Manager.***

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***For practice use only:***

*ID checked documents:* Yes No  *Receptionist Name: …………………………………………………..*

*Date: ……..…………………………………….*

*GP authorised:* Yes No  *Name of GP: …………………………………………………… Date: ……………………*

*Medical records activated by: …………………………………………………………….……… Date: …………….................*

*Patient informed:* Yes No  *Date: ………………………………………*

*Patient ID and Consent form scanned by Reception:* Yes

# Addingham Centre Logo FIN.tifOnline Services Records Access

**Patient information leaflet ‘It’s your choice’**

**Repeat prescriptions online**

**GP appointments** **online**

**View your GP records**

|  |  |
| --- | --- |
| 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 informationFor 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 called ‘Keeping your online health and social care records safe and secure’. <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf> |