

PRINCES GARDENS SURGERY

PRACTICE POLICY FOR ON-LINE ACCESS

Before you begin to use the online service, please read the following policy and attached agreement. Please keep this policy for your own reference.

A document containing your pin number and log-on details will be provided to you as soon as the practice receives your signed consent form. Please keep this document safe as it contains your personal information.

When registered you will be able to:

- Request repeat prescriptions
- Find available doctor appointment slots
- Book new appointments. Appointments may be booked up to a maximum of 21 days ahead.
- View appointments you have already booked
- Cancel appointments
- View Medical record summary - allergies, immunisations and significant medical history

Doctors' Appointments

Please ensure that you book your appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor, contact us by telephone. Whilst we will do what we can for you to see the doctor of your choice this may not always be possible due to unforeseen circumstances, for instance if the doctor is on sick leave or annual leave.

Missed Appointments

If you are unable to attend your appointment please let us know as early as possible. You may cancel it online or telephone us. This will allow us to offer the appointment to another patient.

We will be monitoring missed appointments on a regular basis. If you miss an appointment more than three in one year we will remove the facility for you to use online booking, but you will still be able to book appointments with our receptionists.

Inappropriate use

We are sure you will find this service useful. However, we will revoke your access to it if you abuse the service. For your access to be reinstated you must liaise with our reception team.

Examples of what we would consider inappropriate use are:

- Booking appointments and not using them more than three times in a year
- Booking appointments for other family members using your name.
- Consistently booking inappropriate appointments with the doctor

Appointments for Family Members:

Unfortunately the system is not flexible enough to allow you to book appointments for family members.

Under 16's: Online booking and Access is only available to patients aged 16 and over.

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Proxy Access for children: To gain proxy access, the proxy must be registered for online access at our practice. One parent, with parental rights, may request proxy access for their child under the age of 11. Please note that access granted to parent/guardian will end once the child reaches 11 years. The young person should complete and sign a new consent form if they wish to continue with online access to their medical records.

If you are aged 16 years or over and wish to, you can now use the internet to view, export or print summary information from your records relating to immunisations, medications, allergies, adverse reactions and letters from hospitals and outside agencies.

Being able to see a summary of 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. 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.

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:

1. Forgotten history – There may be something you have forgotten about in your record that you might find upsetting.
2. 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.
3. 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

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4. 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/PatientGuidance>

eBooklet.pdf

FAQs

What are the benefits of online access to medical records?

Having access to records, means that you could be more in control of your health and well-being. This is particularly helpful for people who live with a long-term condition such as Diabetes that needs regular monitoring and frequent prescriptions.

Why are you doing Patient Online?

The NHS has consulted with individual patients and patient groups over the last four years. Many patients have said that they want to see their records, want to be more involved in their own care, and wish to be involved in deciding on the best way they are treated and cared for. Patient Online is part of making this happen. Online services are an additional way of accessing services for those patients who want it.

How can I get access to my GP Record?

Generally you will need to fill in a short form and bring proof of your identity into your GP surgery so that they can provide you with logon details and with a password. Please speak to your practice who will advise you how to do this.

How can I be certain that no one else can get access to information about my GP record?

Only you will be given access to your record. When you sign-up to Patient Online, you will be given a secure login and a password. These details are unique to you and, along with your personal information, will not be shared with anybody else unless you choose to let them see it. This is no different to how you would access other online services, for example banking.

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Where is my information stored?

Patient information is stored within the IT system your general practice uses and within the practice paper records.

Will my carer be able to see my record?

If you want your carer to see your record this can usually be set up for you. Please contact your practice to talk about what you need to do.

How will you avoid patients being forced or misled into providing access to their information?

GP will look at each request for access to a record and do everything they can to make sure they are genuine and not being made under pressure. Sometimes it is in the patient's best interests for a relative or carer to have access and this is also something that will be looked at on a case by case basis at practice level. GPs are able to refuse or withdraw access to a record if they have concerns.

If I don't have a computer, tablet or smart phone what will it mean for me?

Online services are an extra option for those who wish to use them and will not replace other ways of contacting your practice such as by phone or in person. By freeing up phone lines and reducing the need for people to visit in person, it is hoped that patients who don't have a computer will find it easier to contact their practice.

Is there any help in getting started on the internet?

There are a number of different services for people who want to get onto the internet. Many are provided by local authorities, colleges and charities. The best place to start would be your local library.

NHS England is also working with the Tinder Foundation on supporting people who want to make better use of the health information that is available on the internet. You can find out more on:

www.tinderfoundation.org/what-we-do/uk-online-centres

For further information about Patient Online go to:

www.england.nhs.uk/patient-online

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ONLINE ACCESS ENROLMENT FORM

I have understood and will adhere to the practice policy for the use of on-line appointment booking, repeat prescription ordering and medical record access. I understand that failure on my part to adhere to the policy may result in my on-line registration being terminated.

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

| | |
|-------------------------------|--|
| Booking appointments | |
| Ordering repeat prescriptions | |
| Accessing my medical records | |

By completing this form you are asking us to make information from GP records available to you, securely over the internet. Your information will not be made available without your permission. If you decide not to join, or wish to withdraw, it will not affect your treatment in any way.

Things to Consider:

Although the chance of the following things happening is very small, please read and tick the boxes to confirm that you have understood:

| | |
|---|--|
| 1. Forgotten History - There may be something you have forgotten about that could cause distress. | |
| 2. Abnormal Results/Bad News - You may see this before you have spoken to the doctor, or while the surgery is closed and you cannot contact them. | |
| 3. Coercion - If you think you will be pressured into revealing details from within your record to someone else, against your will, please reconsider using this service. | |
| 4. Errors in your Record - In this case please contact the Surgery to enable us to correct your record. | |

PLEASE COMPLETE IN BLOCK CAPITALS

| | |
|-----------------------------|--|
| FULL NAME | |
| DATE OF BIRTH | |
| ADDRESS (incl. postcode) | |
| EMAIL ADDRESS | |
| TELEPHONE NUMBER | |

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

| | |
|--|--|
| I have read and understood the information leaflet provided by the practice | |
| I will be responsible for the security of the information that I see or download | |
| If I choose to share my information with anyone else, that is at my own risk | |
| I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement | |
| If I see information in my record that is not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible | |

I agree that by completing this form I have read and understood 'Things to Consider' above:

| | | | |
|------------|--|------|--|
| SIGNED | | | |
| PRINT NAME | | DATE | |

If you are enrolling on behalf of someone else, please provide the following information:

| | | | |
|---|----------|------|--|
| SIGNED | | | |
| PRINT NAME | | DATE | |
| Do you have authority to access their medical record? | Yes / No | | |
| Relationship to Patient | | | |

FOR PRACTICE USE ONLY

| | | |
|---|-------------------------|-------------|
| Identity Verified (Tick all that apply) Vouching <input type="checkbox"/> Vouching with info in record <input type="checkbox"/> Photo ID <input type="checkbox"/> | Name of Verifier | Date |
| Name of person authorised to create account | | Date |
| Date Account Creation | | |
| Date of Passphrase Sent | | |
| Level of records access enabled All <input type="checkbox"/> Limited parts <input type="checkbox"/> | | |

PRINCES GARDENS SURGERY

SMS TEXT MESSAGING & EMAIL SERVICE

SMS Text messages & email reminders

We now send SMS text messages and emails for appointment reminders and healthcare information. Text messages are generated using a secure facility, but you must understand that they are transmitted over a public network onto a personal telephone and as such may not be secure; however the Practice will not transmit any information which would enable an individual patient to be identified.

Be aware if more than one family member uses the same mobile number the messages we send are patient specific.

The surgery will not pass your contact details to a 3rd party for marketing purposes.

Once we have your mobile number on record, SMS text messages will automatically be switched on – check with reception that we have the correct contact numbers for you.

Don't forget to let us now if you change your email address or mobile number!

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SMS TEXT MESSAGE & EMAIL CONSENT FORM

Declaration

I consent to the practice contacting me by text message and/or email for the purposes of health promotion, practice news and for appointment reminders.

I acknowledge that appointment reminders by text are an additional service and that they may not be sent on all occasions but that the responsibility for attending appointments or cancelling them still rests with me. I can cancel the text message facility at any time.

Text messages are generated using a secure facility but I understand that they are transmitted over a public network onto a personal telephone and as such may not be secure; however the practice will not transmit any information which would enable an individual patient to be identified.

I AM AWARE THAT THIS CONSENT MAY BE REVOKED BY ME AT ANY TIME.

| | | | |
|-----------------------------|--|--|--|
| FULL NAME | | | |
| DATE OF BIRTH | | | |
| ADDRESS (incl. postcode) | | | |
| EMAIL ADDRESS | | | |
| TELEPHONE NUMBER | | | |

| | | | |
|------------|--|------|--|
| SIGNED | | | |
| PRINT NAME | | DATE | |