

Look After Your Personal Information

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.



Children and Online Access

As a parent or guardian with parental responsibility you have the right to request online access on behalf of your child and you can manage their appointments and repeat prescriptions UNTIL the child reaches the age of 11 when online access will automatically be discontinued. On their 16th birthday they can re-apply for their own access in the same way as an adult.

If you feel you need to maintain online services for a child, perhaps because of learning difficulties or to manage multiple medications please book a telephone consultation with your GP to discuss your needs.

Parental proxy access may be reinstated if the child's GP believes that proxy access would be in the child's best interest

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>



Emsworth Surgery

Online Access to Medical Records

Patient Information Leaflet



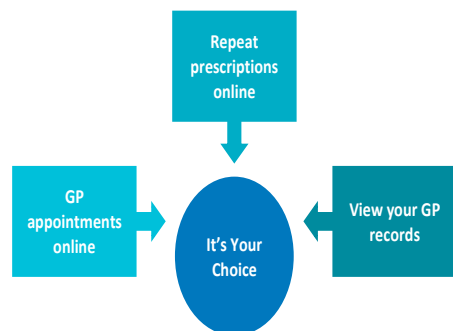
Online Access

If you wish to, you can use the internet to book / cancel appointments with a GP, request repeat prescriptions for medications you take regularly and look at coded elements of your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well.

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.



To Apply for Online Access to View Your Coded Medical Records

You may have already signed up to other online services but due to the highly confidential nature of this service you will need to visit the surgery with the **completed application for access form** and two documents, one showing proof of your address and the other must contain photo ID. Acceptable documents include passports, photo driving licences and bank statements. Application forms are available from the reception desk or can be downloaded from the website.

The reception team will forward your application to a member of the clinical team for approval. You will then be able to view certain elements of your medical record in 10 working days if appropriate, in some circumstances it may take longer.

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 it 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 should contain something that may be upsetting or harmful to you. The Practice will explain the reason for withdrawing access to you and will reinstate access as quickly as possible.

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.

Forgotten History

There may be something you have forgotten about in your record that you might find upsetting.

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.

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. Please note that clinical work takes priority over this and with the current Practice workload pressures your request will not be dealt with immediately.