

# THE GLENFIELD SURGERY



## Application for online access

Please supply two forms of identification with this form (one photo and one utility bill)

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 ( <b>Medication and Allergies Only</b> )	<input type="checkbox"/>
4. If you want access to the 'Detailed Coded Records' (DCR) please speak to a receptionist	

### **PLEASE READ AND AGREE TO THE 'TERM AND CONDITIONS' BELOW**

**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. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<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. That I am requesting access of my own free will and am not being coerced by a third party.	<input type="checkbox"/>

**If you require online access to medical records in the capacity of parent/guardian to someone under the age of 11, please complete below**

7. I understand that as the parent/guardian of a child I will only have access until the child reaches the age of 11 then my access rights are withdrawn.	<input type="checkbox"/>
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**If you require online access to medical records in the capacity of carer or otherwise and children aged 11-16, please complete the attached for 'Patient proxy access'.**

Signature of Patient / Parent / Guardian (please indicate)	Date:
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### **For Practice Use Only**

Patient NHS number:		
Identity Verified by (staff initials):	Date:	Form of ID: Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID & Proof of Residence <input type="checkbox"/>
Scanned onto Patient's Records:		Date:

# THE GLENFIELD SURGERY



## APPLICATION FOR PROXY ACCESS TO ONLINE SERVICES FOR ADULTS AND CHILDREN AGED 11 - 16.

### Patient details:

Surname ..... Forename .....

Date of birth ..... NHS number .....

Address .....

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Telephone ..... GP details .....

### Nominated individual details:

Surname ..... Forename .....

Date of birth ..... NHS number .....

Address .....

.....

Telephone ..... GP & practice details .....

Relation to patient .....

I give permission for my nominated individual to have proxy access to the online services as detailed below:

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

I am aware that my GP may overrule my decision at any time and that this authorisation will remain in force until .../.../... or until cancelled by me (in writing). I understand the risks of allowing someone else access to the online services detailed above.

Signature (of patient)	Date:
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I agree that I will treat all the information confidentially and will not disclose this information to any third party without the expressed permission of the person named as the patient above. I will only use this information in the best interest of the patient.

Signature (of nominated Individual)	Date:
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### FOR PRACTICE USE ONLY

Patient NHS number:		
Identity Verified by (staff initials):	Date:	Form of ID: Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID & Proof of Residence <input type="checkbox"/>
Authorised by		Date:
Level of record access enabled: All <input type="checkbox"/> Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> DCR <input type="checkbox"/> Limited parts <input type="checkbox"/>		Notes/explanation

## 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 **some** of these services as well. It's your choice.

WHEN BOOKING AN APPOINTMENT ONLINE, AT PRESENT ONLY DOCTORS APPOINTMENTS AND FLU APPOINTMENTS (WHEN APPLICABLE) ARE AVAILABLE. PLEASE GIVE A BRIEF COMMENT REGARDING THE REASON FOR YOUR APPOINTMENT.

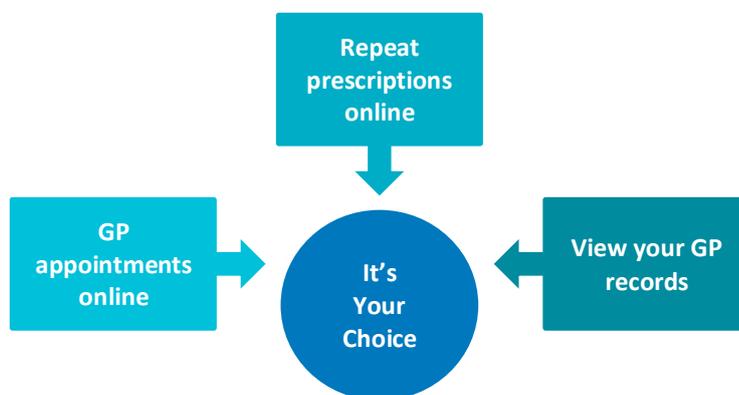
WHEN ORDERING REPEAT MEDICATION PLEASE LET THE PRACTICE KNOW IF YOU WANT YOUR MEDICATION TO GO TO A PARTICULAR PHARMACY (IF IT IS NOT STATED) AND IF YOU WANT THE PHARMACY TO DELIVER THE MEDICATION.

IF YOU WANT TO ORDER REPEAT MEDICATION EARLY DUE TO HOLIDAYS ETC OR WOULD LIKE TO ORDER OTHER MEDICATION YOU HAVE HAD PREVIOUSLY THAT ARE NOT ON REPEAT PLEASE USE THE 'CUSTOM REQUEST' SECTION.

**THE PRACTICE DOES NOT ACCEPT MEDICATION REQUEST ON THE TELEPHONE.**

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.



**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 practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

## 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 to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

#### 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 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>