**Accessing GP Records Online**

**SHEVINGTON SURGERY - Patient Information Leaflet**

Practices are increasingly enabling patients to be able to request repeat prescriptions and book appointments online.

Some patients may wish to access more information online and contractually from 1st April 2015 practices are obliged to assist access to medications, allergies and adverse reactions as a minimum and from the 1st April 2016 coded data.

However this requires additional considerations as outlined in this leaflet. You will be asked that you have read and understood this leaflet before consenting and applying to access your records online. The practice will also need to verify your identity.

**Please note:**

* **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 may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone that doesn’t use them responsibly.**

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| ***Key considerations*** |
| ***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. **Results highlighted as abnormal by the laboratory may be within an acceptable limit or normal for 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.  |
| ***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>

**Booking appointments**

**Missed appointments**

Please let us know if you will be unable to attend an appointment that you have booked on-line. Either contact us by telephone or cancel it on-line. This will allow us to offer the appointment to another patient.

**Nurses appointments**

Due to the nature of the nurse’s appointments, we are unable to offer them on-line (except flu clinic appointments).

**Doctor’s appointments**

Please ensure that you book the appointment appropriately. If you are unsure as to whether it is appropriate for you to see the Nurse or Doctor, please contact us by telephone.

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| **Doctors appointments** | **Nurse appointments** |
| Suspected illness | Family planning / HRT |
| Illness | Vaccinations |
| Follow up to previous consultations | Travel vaccinations |
| Medication Reviews | Cervical smears |
|  | Coil check |
|  | Diabetic/Asthma/Hypertension/CHD/CKD review |
|  | Contraceptive implants |
|  | Thyroid / Cholesterol monitoring |
|  | Heart disease monitoring |
|  | Blood pressure monitoring |
|  | Well man / women check  |

**Inappropriate use**

We will be monitoring the use of this service and we are sure that you will find it useful. If however, we find that any users are abusing this service, we will revoke your access to the service and you will have to liaise with our Reception team for services.

We would consider inappropriate use as: sending inappropriate or abusive messages, booking appointments and not using them more than three times in a year, booking appointments for other family members using your name, and consistently booking inappropriate appointments with the doctor.

**Requesting medications/repeat prescriptions**

Patient Access will give you a facility to send repeat medication requests to the surgery. When our Reception team has accessed the request, it will display as ‘accepted’ on your Patient Access home page. **Please note, this does not mean that the prescription is ready. It merely means that the request is being processed. We will still require two working days to process your request.**

There is also a facility where you can enter a short message in relation to your prescription. This should only be used to inform us of any relevant information in regards to recent changes in your medication. Also, if you are requesting your medication early for a valid reason, such as you are due to go away on holiday, this can be also entered in the message facility. This can also be used to request any medication that you are currently taking which is not included on your repeat prescription. Please do not use this message facility to book or cancel any appointments.