

ACCESSING GP RECORDS ONLINE

HOW TO USE THIS SERVICE

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 1 April 2015, Practices are obliged to assist access to medications, allergies and adverse reactions as a minimum and from 1 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 log in details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have agreed should not see it, then you should change your password immediately.
- If you cannot 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 does not use them responsibly.

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 GP or while the Practice is closed and you cannot contact them. If this happens please contact the Practice 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 is up to you whether or not you share your information with others – perhaps family members or carers. It is 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 log in 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 specialist and not easily understood. If you require further clarification, please contact the Practice for a clear 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.

To use this service

- You will need to be over the age of 16 years
- You will need to complete a short registration form
- You will need to come into the Practice and provide 2 forms of identification for verification:
 - 1 x photographic
 - 1 x household bill – showing name and current address.

Please see our website or our patient liaison team on the reception desk for any further details and a copy of the registration form.

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.

<https://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

Surgery opening times

	Surgery	Dispensary (closed lunch 1.00pm-2.00pm)
Monday	8.00am-6.30pm	8.00am-6.00pm
Tuesday	8.00am-6.30pm	8.00am-6.00pm
Wednesday	8.00am-8.00pm*	8.00am-6.00pm
Thursday	8.00am-8.00pm*	8.00am-6.00pm
Friday	8.00am-6.30pm	8.00am-6.00pm
Saturday	Closed	Closed
Sunday	Closed	Closed

* Please note that the extended hours appointments from 6.30pm to 8.00pm are by arrangement only and not for walk-in. The Practice doors will be locked to the general public after 6.00pm daily. Should you require assistance the Practice is open for telephone enquiries until 6.30pm.

Telephone numbers

Emergencies	01386 765600	'Press 1'
Appointments and home visits	01386 765600	'Press 2'
Prescriptions (9.00am-10.00am)	01386 768131	
Dispensary enquiries	01386 765600	'Press 3'
Results (1.00pm-3.00pm)	01386 765600	'Press 4'
Enquiries	01386 765600	'Press 5'
Fax number	01386 768189	

Partners

Dr John Egan
Dr Emma Shackley
Dr Holly Ash
Dr Chethan Reddy

Salaried GPs

Dr Katie Reeve
Dr Siddarth Viswanath
Dr Yuliya Gonzalez Sanchez

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there is a good reason, the organisation must provide the information within 20 working days. Please contact the Patient Liaison Team on the reception desk.