

## What do I need to do now?

If you **wish to register** for online access to your medical records and other online services please complete and sign the enclosed new enhanced application form. This will need to be returned to Park Surgery in person with photo ID.

If you have **previously registered**, you will still need to complete the enhanced application section of the new form and return it to the surgery, but we do not need to see any ID

Once you have registered, you will have a unique username and password which will allow you to log in to the online system.

Online services enable you to request repeat medication, book nurses appointments and view your summary record will be available as soon as you are registered.

Access to your full medical record will not be enabled for up to 30 days after you request this to allow your GP to view your record.

**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 you have not agreed should see it, you should change your password immediately.**

## Further reading and information

If you would like more information about Online Access, please visit:

<http://www.nhs.uk/aboutNHSChoices/aboutnhschoices/find-and-choose-services/Pages/gp-online-services.aspx>

This website is run by NHS Digital and are designed to give patients more information about the services that are offered by GP practices

## Park Surgery



**Online Services**

**Access to Records**

**Patient Information Leaflet**

From 1st April 2020, you can ask to see your Full Medical Record online.

This will include your free text consultations, Correspondance, vaccination history, test results and coded medical history

You may already be using our online service to book nurse appointments, request repeat prescriptions for any medications you take regularly and to view your medical record summary

Being able to see your record online may help you to manage your medical conditions.

## What's in it for me?

You can look at your records whenever you choose to, without needing to print them. Online records are up to date and more secure than a printed paper record which could get lost or seen by others.

People who have long term conditions have found that looking at their test results online helps them make positive changes to improve their health. They can see if their condition is improving or getting worse by looking at past test results.

You can look at your medical records before your appointment to see if there is anything you need to discuss with your GP or nurse. This could be test results, illnesses that you have had in the past or any new information added to your records. This would help you discuss any concerns you may have and help you benefit more from your consultation.

One of the most useful things that patients have found is that you can make sure your medical information is accurate. For example, you will be able to let your GP know if you have an allergy to a medicine that is not recorded.

Before you go on holiday, you can check if your vaccinations are up to date without having to contact your surgery.

## Things to consider

### Forgotten history.

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

### Abnormal results

It is important to note that what may appear to be an abnormal result may be normal for an individual patient. Our system supplier does allow us to show GP comments alongside test results to help to understand these.

### Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family or carers. It's your choice but also your responsibility to keep the information safe and secure. If it would be helpful to you, you can ask us to provide another set of log on 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 if you wish – tell the practice what access you would like them to have.

### Coercion

If you think you may be pressured into revealing details from your 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 healthcare professionals to ensure you receive the best possible care. Some of the information may be highly technical and not easily understood.

## Your responsibilities

If you print out any information from your record, it is 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 the online services and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.

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 them 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 records or if the record may contain something that may be upsetting or harmful to you.

The practice will explain the reason for withdrawing access to you and will reinstate it as quickly as possible.