

The GP will decide whether to grant or deny access. Should access be denied, you will be given an explanation as to why access has not been granted.

To Apply and Register

You may have already signed up to other online services, but due to the highly confidential nature of viewing more detailed information, we require all patients to complete a new form and bring their ID to be validated.

You will need to visit the surgery with the application form completed, and two documents: one showing proof of your address and the other being an item of photo ID.

The reception team will forward the application to a member of the clinical team for approval, and you will usually be able to view certain elements of your medical record within 14 working days.

Please note that clinical work always takes priority over admin such as this, so please bear with us if it takes a little longer.

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 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.

MORE INFORMATION

For more information about keeping your records safe and secure, you will find helpful information on the NHS choices website:

www.nhs.uk

Appointments

Book any available appointments with a doctor from the same day up until 14 days' time.

Cancel appointments at any time

Prescriptions

You can view and order these online. If we dispense your medication from the surgery it should be ready for collection within 48 hours or available at one of the village pick-up points (check delivery days) if you have asked for this service. If you live locally and usually take your prescription to one of the chemists, you can have them collect your prescription from the surgery on your behalf and prepare the medication for your collection. Please ask the chemist concerned as you will have to sign a form giving them your permission.

Please ask a member of the reception team for an online application form

FERRY ROAD HEALTH CENTRE

Online Access to

Medical Records

Patient Information Leaflet

Please ask a member of the reception team for an online application form

Online Services

If you wish to, you can now use the internet to:

- Book and cancel your appointments
- Request repeat prescriptions
- See your medications, allergies and immunisations
- View your medical problems
- View your test results
- Access your Detail Coded Record

Being able to see your record on line might help you to manage your medical conditions. It also means that you can access your records from anywhere in the world should you require medical treatment whilst on holiday.

You can still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Please note the decision to grant access will always be at the discretion of the GP.

Things to consider

Although the chances of things happening are very small, you will be asked that you have read and understood the following before you are given your login details.

Forgotten history: There may be something you have forgotten about your medical record that you might find upsetting.

Choosing to share information with someone: It's up to you whether or not you share your information with others. 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 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.

Getting Access

In order to make sure only the right people have access to your records, you will need to complete an application form and we will need to check your identity when you make a request for access.

Proxy Access

It is possible for relatives and/or carers to make appointments, order medication and see results on a patient's behalf – this is called Proxy Access. Where Proxy Access is given the Practice will make sure that access to records is only given to that which is necessary and reasonable. Whether to grant access or not will always be at the discretion of your doctor.

Up until a child is aged 11, parental or guardian Proxy Access will be given upon completion of the Proxy Access Registration Process. As the child approaches their 11th birthday the parent or guardian will receive notification from patient access informing them that the account will now be restricted.

A child aged between 12 and 16 and deemed competent may have their own access to their online record or authorise a parent or guardian to have Proxy Access. If the parent or guardian wishes to retain Proxy Access after this point, they will need to re-apply using the Proxy Access Registration process. A Gillick competency assessment will be carried out with the child to ascertain competency to make decisions regarding access to records.

A child aged between 16 and 18 is able to make a decision regarding Proxy Access without necessarily undertaking a Gillick competency assessment.

Please note the decision to grant access will always be at the discretion of the GP.

Approval of Access

The Practice will not approve online access to detailed information if it is felt that access may cause physical and/or mental harm to the patient. Some information may be withheld when granting access to view records online.