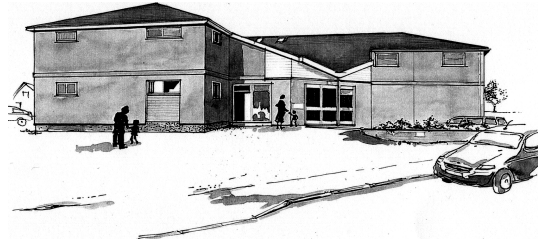


ROBOROUGH SURGERY

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www.roboroughsurgery.org.uk

Application for online access to my medical record

Surname:	Date of Birth:
First name:	
Address:	
Postcode:	
Email Address:	
Home Phone:	Mobile no.

Once registered for our Online Access/Patient Facing service you can:

- View your appointments
- Book or cancel appointments
- View & order your repeat medication
- View any allergies on your medical record
- View your immunisations
- View your blood results once they have been acted on by a GP
- View clinical correspondence i.e. discharge summaries, outpatient letters (this will be from 1st April 2017 only).

To register and request access please complete the form below. Once complete please deliver in person to Roborough Surgery, this is to allow us to verify the completed form.

*** This facility is not available for patients aged 11-15 years of age**

Why we do not allow online access for parents on behalf of their 11-15 year old children:

To ensure we do not breach patient confidentiality we follow the Royal College of General Practitioners guidance and **DO NOT** allow access for any patient aged 11-15 inclusive. Patients aged under 11 who have access via parental control will have this suspended on their 11 birthday.

Respecting patient confidentiality is an essential part of good care. This applies when the patient is a child or young person as well as when the patient is an adult. Without the trust that confidentiality brings, children and young people might not seek medical care and advice, or they might not tell a Doctor all the facts needed to provide good care.

The same duties of confidentiality apply when using, sharing or disclosing information about children and young people as about adults. Although someone with parental responsibility can seek access to a child's medical records, if there is information given by the child or young person in confidence this would not normally be disclosed without their consent. In giving those with parental responsibility online access to their children's records there is a risk that we could breach the confidentiality of the child.

I wish to have access to online services that include the following;

Please indicate whether you would like access to on line prescription requests, on line appointments or access to medical records or all three options. Please tick as appropriate.

Prescriptions Appointment booking Detailed coded records Clinical Correspondence

I understand and agree with each statement below (please tick)

I have read and understood the information provided with this form	<input type="checkbox"/>
I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
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"/>
If I see information in my record that is not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible	<input type="checkbox"/>

Why we do not allow online access for parents on behalf of their 11-15 year old children:

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	Signature	Date
I am the patient		
I am representing the patient (If 11 years old or under) <i>Online access will be removed when the child reaches 11 yrs of age</i>	(Parent/guardian)	
I consent to my parent/guardian applying for Microtest Patient Facing Services on my behalf		

For practice use only

Identity verified through (tick all that apply)	Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID <input type="checkbox"/> Proof of residence <input type="checkbox"/>	State type of verification document with last 3 digits of identification document i.e. driving license number/passport number	
Name of verifier		Date	

Patient NHS number	Practice computer ID number		
Authorised by		Date	
Date account created			
Date passphrase sent			
Level of record access enabled All <input type="checkbox"/> Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> Detailed coded record <input type="checkbox"/> Limited parts <input type="checkbox"/>	Notes / explanation		

Our Practice Guidance for Patient Facing Services (SystemOnline) to book appointments, repeat prescriptions or access to some medical records online

Before you begin to use Patient Facing Services we would appreciate it if you could read the following guidance regarding the booking of appointments over the Internet. Please keep this page of the document for your own reference.

Reasons for Appointment

You may wish to enter a reason for your appointment in the box provided when booking a GP appointment but this is not compulsory. Please be assured that all details entered are secure and cannot be intercepted but can be viewed by our reception team. Our practice has a strict confidentiality policy for all staff.

Missed Appointments

Please let us know if you will be unable to attend an appointment that you have booked online. Either contact us by telephone to cancel it or cancel it online. If you miss an appointment you have booked online more than 3 times in one year we will remove this facility within Patient Facing Services, however you will still be able to book appointments with our receptionists.

Appointments

Due to the nature of nurse appointments we are unable to offer them online at this time. You are however able to book blood tests for patient taking warfarin through the INR Clinic on line.

Repeat Prescriptions

You can order medication that you have on repeat prescriptions from your doctor via the online service. This can be accessed in the same way as to book an appointment. You will be able to view and request any acute medication you may have had previously but these items will not automatically be generated they will be passed to your GP to decide whether you should continue taking them. An acute item is medication that has been prescribed as a 'one off' course of treatment or is taken infrequently.

Access to Medical Records

You can access limited information from your medical records via Patient Facing Services. You will be able to see some information regarding allergies, medication or immunisation/vaccination records, documents, consultations and test results. You will not be able to access full consultation notes at present. You will only be able to access your own medical records. You cannot use your Patient Facing Services account to access other people's medical records.

If you are a current user of this service and you now want access to a detailed coded record you will be required to complete this form again and to show 2 forms of ID again, these will need to be a photo id i.e. passport or photo driving license and address id i.e. utility bill.

Inappropriate use

We monitor the use of this service and we are sure that you will find it useful. However, if we find any abuse of the 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 3 times a year, booking appointments for other family members using your own name.

Your Responsibility

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.

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.

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 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.

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.

What to do next?

If you would like to register for Patient Facing Services (SystemOnline) please complete the attached Application Form and return it to the practice you will need to show the required i.d. Please allow 3 working days for us to complete your registration. If you have ticked the box for access to detailed coded record you will be able to access SystemOnline to order repeat prescriptions and book appointments immediately but access to your detailed coded record will take longer as your GP will need to check your records and make them accessible 1st.

Once we have given you access you will receive an email with a username and password. You can access SystemOnline by using the link on our website www.roboroughsurgery.org.uk under Online services section on the front page.

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>