

**ROBOROUGH SURGERY**

**Cord Bredemeyer  
Ruth Arkle  
Kathy Rainsbury  
Alan Holman**



**Roborough Surgery  
1 Eastcote Close  
Roborough  
Plymouth PL6 6PH  
Tel: (01752) 701659**

**Web: [www.roboroughsurgery.org.uk](http://www.roboroughsurgery.org.uk)**

**Consent to proxy access to GP online services for adults**

**Note:** If the patient does not have capacity to consent to grant proxy access and proxy access is considered by the practice to be in the patient’s best interest section 1 of this form may be omitted.

**Section 1**

I,..... (name of patient), give permission to my GP practice to give the following people ..... proxy access to the online services as indicated below in section 2.

I reserve the right to reverse any decision I make in granting proxy access at any time.

I understand the risks of allowing someone else to have access to my health records.

I have read and understand the information leaflet provided by the practice

Signature of patient	Date
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**Section 2**

1. Online appointments booking	<input type="checkbox"/>
2. Online prescription management	<input type="checkbox"/>
3. Accessing the medical record for ..... (name of patient)	<input type="checkbox"/>

**Section 3**

I/we..... (names of representatives) wish to have online access to the services ticked in the box above in section 2 for ..... (name of patient).

I/we understand my/our responsibility for safeguarding sensitive medical information and I/we understand and agree with each of the following statements:

1. I/we have read and understood the information leaflet provided by the practice and agree that I will treat the patient information as confidential	<input type="checkbox"/>
2. I/we will be responsible for the security of the information that I/we see or download	<input type="checkbox"/>
3. I/we will contact the practice as soon as possible if I/we suspect that the account has been accessed by someone without my/our agreement	<input type="checkbox"/>
4. If I/we see information in the record that is not about the patient, or is inaccurate, I/we will contact the practice as soon as possible. I will treat any information which is not about the patient as being strictly confidential	<input type="checkbox"/>

Signature/s of representative/s	Date/s
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## The patient

(This is the person whose records are being accessed)

Surname	Date of birth
First name	
Address	Postcode
Email address	
Telephone number	Mobile number

## The representatives

(These are the people seeking proxy access to the patient's online records, appointments or repeat prescription.)

Surname	Surname
First name	First name
Date of birth	Date of birth
Address	Address (tick if both same address <input type="checkbox"/> )
Postcode	Postcode
Email	Email
Telephone	Telephone
Mobile	Mobile
Relationship to patient:	Relationship to patient:
Reason for request:	Reason for Request:
Do you have Power of Attorney Y / N	Do you have Power of Attorney Y / N
Are you a Court appointed deputy Y / N	Are you a Court appointed deputy Y / N

## For practice use only

The patient's NHS number		
Identity verified by (initials)	Date	Method of verification Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/> Power of Attorney <input type="checkbox"/> Court appointed deputy <input type="checkbox"/>
Proxy access granted in best interests by:		Date
Proxy access authorised by:		Date
Date account created:		
Date passphrase sent:		

## **Our Practice Guidance for Patient Facing Services (SystemOnline) for booking appointments (if available), requesting medication or accessing to 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, requesting medication or accessing your medical record over the Internet. Please keep this page of the document for your own reference.

### **Appointments (when this service is available)**

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 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.

Nursing Team Appointments - due to the nature of nurse appointments we are unable to offer them online.

### **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 and will be passed to a 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 information from your medical records via Patient Facing Services. You will be able to see information regarding allergies, medication or immunisation/vaccination records and test results. You will need to request access to the medical record, which will be redacted following GDPR guidelines. You will only be able to access the patient's medical records and you cannot use the Patient Facing Services account to access other people's medical records. From the 1<sup>st</sup> November 2023 patients with online access will have prospective access to their medical records.

### **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, consistent over-ordering of medication.

### **Your Responsibility**

It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that the record has been accessed by someone that should not 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 the online access until you are able to reset your password.

If you print out any information from the 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.