

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



**Roborough Surgery
1 Eastcote Close
Roborough
Plymouth PL6 6PH**

Tel: (01752) 701659

Web: www.roboroughsurgery.org.uk

Application for online access to my medical record

Please read the information sheets attached to this form before completing.

| | |
|----------------|----------------|
| Surname: | Date of birth: |
| First name: | |
| Address: | |
| Postcode: | |
| Email address: | |
| Home phone: | Mobile number: |

Once registered for our Online access/patient facing service you can:

- View your appointments
- Book or cancel appointments (if available)
- View and 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 full medical record

To register and request access please complete the form below. Once complete please deliver in person to Roborough Surgery with photo ID and proof of address – this is required to allow us to verify the completed form.

This facility is available for patients aged over 16 years.

We do not automatically 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 years. Patients under 11 years old who have access via parental control will have this suspended on their 11th birthday. Respecting patient confidentiality is an essential part of good care and in line with GDPR regulations. 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 online prescription requests, online appointments (if available) or access to medical records or all three options. Please tick as appropriate.

| | |
|--|--------------------------|
| Prescriptions | <input type="checkbox"/> |
| Appointments booking (if available) | <input type="checkbox"/> |
| Full medical record (which includes detailed coded record) | <input type="checkbox"/> |

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"/> |

| | | |
|------------------|------------|-------|
| | Signature: | Date: |
| I am the patient | | |

For practice use only

| | | |
|--|--|---|
| Identity verified through (tick all that apply) | Photo ID <input type="checkbox"/> Proof of residence <input type="checkbox"/> | State type of verification document i.e. passport, driving licence |
| Name of verifier (staff member) | | Date: |

| | |
|---|-------|
| Patient NHS number: | |
| Authorised by (staff member) Name: Signature: | Date: |
| Date account created: | |
| Date passphrase sent: | |

Our Practice Guidance for use of our Patient Facing Services (SystemOnline) for booking of appointments (if available), requesting medication or accessing 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 at this time. You are however able to book blood tests for patient's taking warfarin through the INR Clinic 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 some information regarding allergies, medication or immunisation/vaccination records, test results and detailed coded information. You will need to request access to full consultation notes and documents, which will be redacted following GDPR guidelines. You will only be able to access your own medical records and you cannot use your Patient Facing Services account to access other people's medical records unless another patient has consented to you having Proxy Access.

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 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.

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>

What to do next?

If you would like to register for patient facing services (System Online) please complete the attached application form and return it to the practice in person and you will need to show the required ID. Please allow 10 working days for us to complete your registration. If you have ticked the box for access to your full medical record you will be able to access System Online to order repeat prescriptions and book appointments (if available) immediately but access to your medical record will take longer as we will need to review your records and make them accessible.

Once we have given you access, you will receive an email with a username and password. You can access System Online by using the link on our website www.roboroughsurgery.org.uk under the Prescriptions box on the front page and then click on the 'follow this link' where it says Online.