

## 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

**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 representative

(This is the person seeking proxy access to the patient's online records, appointments or repeat prescription.)

Surname	
First name	
Date of birth	
Address	
Postcode	
Email	
Telephone	
Mobile	
Relationship to patient:	
Reason for request:	
Do you have Power of Attorney	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 that 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, 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 the other patient has consented to your having Proxy Access. 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 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 1<sup>st</sup>.

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](http://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>