

The Arlington Road Medical Practice

1 Arlington Road, Eastbourne, East Sussex, BN21 1DH

Patient Online Services - Records Access for Patients aged 16 years and over 'It's your choice'

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online* (summary access only available at present which is allergies, adverse reactions and medications).

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

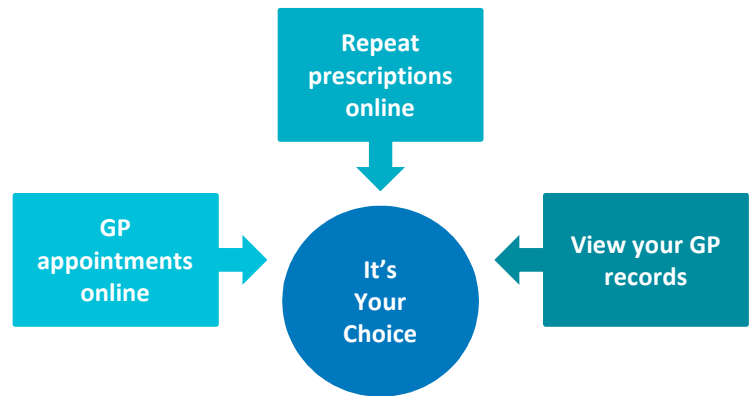
Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. In general this decision will not affect the quality of your care.

Once you complete the registration form you will be given login details for the website, so you will need to think of a password and user name which will be unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

You will also need an email address to use the Online Services. This email address cannot be a "shared email account" as confidential information will be sent regarding your appointments/prescriptions to this email address and we cannot accept any "shared email accounts". Each person registering will need their own individual email account.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

***At the moment, the current requirements for medical records online will just be "summary access" which will list your repeat medications, any allergies you have and any adverse reactions you may have had. Further access to medical records online will be available at a later date.**



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.

Things to consider

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 or letters, 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 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.

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>