

# Ainsdale Medical Centre

## Online Services: Records Access

### Patient information leaflet : 'It's your choice'

Patients have been able to book appointments and order medication on-line via the **Patient Access** system since April 2014. These are known as **transactional services**. Using the system is very easy and is now used by over 3000 of our patients. From April 2015 patients have also been able to see parts of their clinical record online if they wish. This is called your **Summary Care Record** and it means you can see a list of medication allergies & adverse reactions and immunisations.

Now patients can, if they wish, have on-line access to their **detailed coded record**. This includes things like consultations and test results. 'Coded' means you will be able to see details of the standard codes that doctors use to record things like tests, conditions, diagnoses and clinical procedures as well as some demographic and administrative information such as whether we have sent you an invite to our flu clinic. You won't be able to see any of the free-text that doctors write in your consultations.

Not all patients will want to see their medical record so we are making it possible for patients to be able to carry on using the transactional services without having the additional record viewing permissions.

**And you can also use the traditional methods for booking appointments and ordering your medication. It's your choice.**

**Risks & Responsibilities.** Your medical record is very personal and should always be kept confidential. Having on-line access comes with certain risks and responsibilities for you to keep the information about you private. If you aren't certain that you really want access to your medical record it is probably best not to be given it in the first place.

You will be given login details on your registration letter when you provide two forms of ID and a completed application form at Reception. This will ensure that only you are able to access your record – unless you

**choose** to share your details with someone else ( e.g. a family member or carer).

When you apply for on-line access to your medical record the Receptionist will ask you this question :

***“Do you have any reason to believe that your log-on details could be used by someone known to you without your knowledge or consent”***

*We have the right to decline any application where we have reasonable grounds to suspect that coercion has taken place.*

#### **NEXT STEPS**

If you are a new patient or an existing patient who only wants to book appointments or order repeat medication you should complete **Application Form A** and bring it to Reception with your ID documents.

If you are an existing patient who just wants to see their summary care record ( regardless of whether you are already a user of Patient Access) complete **Application Form B**. And if you want detailed access then complete **Application Form F**.

Bring the completed form to Reception with your ID documents.

The Receptionist will check your details, validate your ID and sign your application form. She will ask a colleague to double check and countersign the application.

We won't take copies of your ID documents but we will scan your completed application form onto your medical record to create an auditable trail.

Thank you for your patience while we carry out these vital steps to preserve confidentiality

Please note: It can take four to six weeks for request for detailed access to be actioned.

## IMPORTANT

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.

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

Your GP can withhold access to the detailed coded record if, in their reasonable opinion, access to such information would not be in the patient's best interests.

### **New Patients**

We are unable to offer new patients access to the medical record viewer until we have received your record from your previous GP and reviewed the contents. You are welcome to use online transactional services until then.

### **Proof of Identification**

We follow the government guidance for checking the identity of an individual. We require two forms of ID to be provided to gain access to your medical record on-line. One of these must include a photograph of you and one must show your current address. Acceptable forms of ID include a passport, driving licence, P45/P60, current council tax bill or recent bank statement or utility bill (from last three months).

### **More information**

For more information about keeping your healthcare records safe and secure, visit this website

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

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 consequences of these events.

### **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. Do not discuss the details with anybody else.