Things to consider

Forgotten history

There may be something you have forgotten about in your records that you 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. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

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.

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

NETTLEHAM MEDICAL PRACTICE

Online Services Records Access

Patient Information Leaflet

Nettleham Medical Practice

14 Lodge Lane

Nettleham

Lincoln, LN2 2RS

Telephone: 01522 751717

www.nettlehammedical.co.uk

Sign up to online services to:

- Request repeat prescriptions
- Check your symptoms*
- View your medical record

There are two ways to sign up:

Pop in to the practice and show some photographic ID to our friendly reception team (passport or drivers license). You will be given a print out with your username, password and a web address for 'SystmOnline'.

or

Download the 'NHS App' on your smartphone or tablet and follow the instructions to have your identification verified. You will then be issued with a username and password for the app.

Viewing your previous medical record

By following the above steps you will be given access to your full patient record and will be able to view any information added to your record on or after the date you were given your username and password.

If you have been registered with the practice before this date, you can also request to see information recorded since the date you registered. To do this, just ask at reception for a request form or download it from our website.

Hand your completed form in to reception for processing by the practice. The request will be verified by a GP and can take up to 28 days.

Accessing another person's medical record

There are times when it may be useful for an individual to have access to a friend or relatives online services, for example if a carer helps a patient with their repeat prescription requests. This is called 'Proxy Access'. You can set this up by speaking with our reception team. The practice will need consent from the patient whose medical record is being accessed in order to process the request.

Patients can also consent for another person to have proxy access to their full patient record online. Ask at reception for a proxy consent form, or download one from our practice website. This should be carefully considered by both parties before a request is made.

Patients have the right to withdraw their consent to proxy access at any time.

Keeping your record secure

Password security

It will be your responsibility to keep your login details safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, you should change your password immediately. If you can't do this for any reason, we recommend that you contact the practice so they can remove your online access until you are able to reset your password.

Printing information

If you print out any information from your record it is your responsibility to keep it secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

* Symptom checker available on NHS App only.