



Information leaflet: Before applying for patient access please read the following guidance.

There are 2 types of access

Standard access: to book appointments order prescription and change personal details.

Advanced Access: this is available to patients over 16 and they can access detailed coded medical record (DCMR) from 31st March 2016. DCMR includes summary of diagnoses, allergies, medication, and immunisations. Please ask at reception for further information or ring 020 8524 6355

Please note - this is not the same as requesting copies of your records in accordance with the Data protection act 1998 and Access to medical records act 1990. Should you wish to have copies of your paper and computerised records, this is done by a request in writing and may incur a charge. Please contact reception.

What is patient access?

Patient access has been around and has been used by the surgery for some years. Currently approx. 10-20% of our practice population uses Patient Access to book appointments online, order repeat prescriptions and change their contact information via computer and this is now available for mobile devices. This service has been extended to include a summary, allergies and a more detailed history of medications.

How do I apply for patient access?

Please go to our website and follow the link If you do not have on line access.

Standard Access – this registration step is required for apply for advanced access also.

This is just to book appointments, order repeat medications and change your contact information. Please go to our website. We will need to verify your identification at reception to get your pin from you to complete registration.

Advanced access - this includes all of the above, plus for patients that would benefit from viewing a detailed coded record DCMR as above. There is an additional application process and form for this service. You will need to complete the "[Application for online access to my medical record form](#)" available at reception and take it to the surgery along with 2 forms of ID. Your application will then be reviewed and authorised by a GP and it could take up to 28 days. In special and rare situations it is not in the best interests of some patients to have access to medical records.

What Identification do I need?

In order to be able to complete your request to view your medical record online, you will need to have 2 forms of ID; one photographic (i.e. passport, driving license) and one with proof of address (i.e. driving license, bank statement or utility bill) no more than 3 months old. We would suggest using a passport and driving license and this has all the information on it. The practice will then take a copy of the ID and file with your request form.

Is it secure?

You will register with patient access and be given a user ID and create a password. It will be your responsibility to keep this safe and not reveal it to anyone. Only the surgery will have any information relating to your log in. Everything is audited as well. All log-ins to patient access are recorded and everything that is viewed is recorded. Should you feel your account has been accessed with your permission or unlawfully you should contact the practice straight away who can deactivate your account for you.

Things to consider before applying for online access to medical records:

Before you apply for online access to your medical record, there are some other things to consider:

1. Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

2. 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.

3. 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.

4. 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.

5. 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 technical, written by specialists and not easily understood. If you require further clarification, contact the surgery for a clearer explanation.

6. 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.

7. Incorrect information

Information in your GP record might need correcting. If you find something you think is not correct, you should contact your surgery. The staff will be able to answer your questions and set things right when needed. Please bear in mind that you cannot change the record yourself.

What are the advantages for me?

You will be able to book appointments online & order repeats. You will be able to see what medication you are taking and any allergies you may have. However, if you feel something is wrong in your record please contact the surgery immediately. You will have access to certain coded content of your medical record. Please note not all free text entered in consultations will necessarily be visible to you.

Inappropriate use of the system

The practice will be monitoring use of the service and we hope you will find it useful. We would consider inappropriate use of the online system as booking appointments and not using them, consistently booking inappropriate appointments with the GP. Should we feel a user is abusing the system, we have the right to revoke their access.

What if I want to see my childrens record?

Unfortunately we are unable to offer parents access to their childrens records. Children under the age of 16 will be considered to be competent minors, (usually 12-16) and can withhold consent for parental access.

They can re-apply themselves in person with photo ID at age 16 years.

If a parent wishes to see their child records please contact the surgery and this will be discussed on a case by case basis

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:

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