

## Patient Online Information Sheet

### What is Patient Online?

Patient Online will help you to take greater control of your health and wellbeing by increasing online access to services. Evidence shows that patients who are informed and involved in their own care have better health outcomes and are less likely to be admitted to hospital. Patient Online services will give you the option to:

- Make appointments online
- Order repeat prescriptions online
- View your medical record online, this is called Summary Access (at the moment this consists only of repeat prescriptions, allergies and adverse reactions)

You will be able to complete these actions using a computer, tablet or smartphone rather than having to phone or visit your practice.

### How can I get access to Patient Online?

You will need to bring proof of your identity (there is a limited list of ID that can be accepted as proof of identity\*; this is for photo identity and address identity) and complete a registration form at the surgery and hand the form in at reception. Your registration token will then automatically be emailed to you once we have processed your application.

**The ID that are acceptable are two of the following: passport, photo driving licence and bank statement. The acceptable ID has been stipulated by the RCGP & NHS England and we have to adhere to their rules on this and can only accept the ID stated.**

### **\*Alternative Government approved documents for patient verification:**

Passports that comply with ICAO 9303 (machine readable travel documents)

EEA/EU Government issued identity cards that comply with Council Regulation (EC) No 2252/2004

Northern Ireland Voters Card

US passport card

Retail bank/credit union/building society current account

Student loan account

Bank credit account (credit card)

Non-bank credit account (including credit/store/charge cards)

Bank savings account

Buy to let mortgage account

Digital tachograph card

Armed forces ID card

Proof of age card issued under the Proof of Age Standards Scheme (containing a unique reference number)

Secured loan account (including hire purchase)

Mortgage account

EEA/EU full driving licences that comply with European Directive 2006/126/EC

### **Why are we introducing Patient Online?**

The NHS has consulted with individual patients and patient groups over the last four years. Many patients have said that they want to be more involved in their own care and wish to be involved in deciding on the best way they are treated and cared for. Patient Online is part of making this happen. Online services are an additional way of accessing services for those patients who want it.

### **What are the benefits of online services?**

Online services will allow you to book and cancel appointments or request repeat prescriptions at a time that is convenient to you – day or night. It can also mean not having to travel to the surgery and can free up phone lines for people without access to a computer.

### **How can I be certain that no one else can get access to information from my GP record?**

Only you will be given access to your record. When you sign up to Patient Online you will use a secure log-in name and a password. These details are unique to you and along with your personal information will not be shared with anybody unless you choose to let them see it. This is not different to how you would access other online services, for example banking.

You will need an email address to register for Online Services and this email address must not be a shared email address, it must be unique for yourself. The reason for this is that confidential emails regarding appointments/booking reminders will be sent to this email address. If you do not currently have an email address, you can easily set up a free email account to be used for the purpose of using Online Services.

### **Where is my information stored?**

Patient information is stored within the IT system that the surgery uses and within the practice paper records.

### **How will you avoid patients being forced or misled into providing access to their information?**

GP's will look at each request for access to a record and do everything they can to make sure they are genuine and not being made under pressure. GP's are able to refuse or withdraw access to a record if they have concerns.

### **If I don't have a computer, tablet or smartphone what will it mean for me?**

Online services are an extra option for those who wish to use them and will not replace other ways of contacting the practice, such as by phone or in person. By freeing up phone lines and reducing the need for people to visit in person, it is hoped that patients who don't have a computer will find it easier to contact the practice.

Once you have completed the registration form we will endeavour to email your registration details to you within 7-10 days (this of course may be a little longer at busy times of the year).