**DR THAVAPALAN & PARTNERS**

**Access to GP online services**

**Patient Online registration form**

**(For use only by over 16’s with own email address)**

|  |  |
| --- | --- |
| Surname |  |
| First name |  |
| Date of Birth |  |
| Address |  |
| Postcode |  |
| Preferred email address(not shared) |  |
| Telephone number |  | Preferred mobile number |  |

I wish to have access to the following online services (Please tick **ONLY** those required):

|  |  |
| --- | --- |
| 1. Booking appointments |  □ |
| 2. Requesting repeat prescriptions |  □ |
| 3. Accessing my detailed coded medical record (reviewed by your GP)\* |  □ |

**Application for online access to my medical record**

\*Complete only if you have ticked box 3 above. I wish to access my medical record online and understand and agree with all statements below (please tick)

|  |  |
| --- | --- |
| 1. I have read and understood the information on the reverse of this form |  □ |
| 2. I will be responsible for the security of the information that I see or download |  □ |
| 3. If I choose to share my information with anyone else, this is at my own risk |  □ |
| 4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement |  □ |
| 5. If I see information in my record that is not about me, or is inaccurate, I will log out  immediately and contact the practice as soon as possible |  □ |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature |  | Date |  |

For practice use only

|  |  |  |  |
| --- | --- | --- | --- |
| Identity verified through(tick all that apply) |  Vouching □ Vouching with information in record □  Photo ID □ Proof of residence □  | Name of Verifier | Date |
| Name of Staff member whoauthorised (if applicable) |  | Date |

**Important Information – Please read before returning this form**

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

**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.

|  |
| --- |
| **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 please visit our website: [www.drthavapalanandpartners.nhs.uk](http://www.drthavapalanandpartners.nhs.uk)

**How do I register for Patient Services?**

Before you can use the online services offered by your GP practice you must:

* **Collect your registration letter -** Request and collect a registration letter from your GP practice
* **Register Online** - This creates your user profile on the website so that you can login, see How to Register Online
* **Activate your Patient Services account** - This links your user details to your Practice and verifies the email address you are using

**Note** - Ensure you have your online services registration letter from your GP before starting this process.

To register as a new Patient Services user:

1. From your internet browser, go to <https://www.patientaccess.com/>.
2. From the Patient Services Welcome screen, click **Register**.
3. Enter the **Practice ID** from your letter.

**Note** - There are two different methods of registering to use the online patient services your surgery has enabled, which you are offered depends on the version of software your surgery is running.

* If the screen requests the Account ID and Linkage Key, see the [Single Step Registration Process](http://patientservices.helpscoutdocs.com/article/217-single-step-registration-process) - **DR THAVAPALAN & PARTNERS ARE USING THIS VERSION**  so you will need to use the details under ‘National Registration’ = account ID and Linkage Key (single step registration process).
* If the screen requests the Patient ID and Registration Token, see the [Two Step Registration Process](http://patientservices.helpscoutdocs.com/article/218-two-step-registration-process)

**Note - If you have any problems with the clinical aspect of your Patient Services account, please contact your practice. If you are having any technical difficulties please click the** [**Contact Website support**](https://www.patient-services.co.uk/web/ps/contact-us) **link at the bottom of the Patient Services webpage**

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