



**Key Considerations**

<p><b>Forgotten History</b></p> <p><i>There may be something you have forgotten about in your records that you might find upsetting.</i></p>
<p><b>Abnormal Results or Bad News</b></p> <p><i>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.</i></p>
<p><b>Choosing to share your information with someone</b></p> <p><i>It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, be also your responsibility to keep the information safe and secure.</i></p>
<p><b>Coercion</b></p> <p><i>If you think you may be pressure 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.</i></p>
<p><b>Misunderstanding Information</b></p> <p><i>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 records may be highly technical, written in specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation – please note it may take up to 28 days to complete this request depending on the nature of your clarification request.</i></p>
<p><b>Information about someone else</b></p> <p><i>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.</i></p>

- Please note 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 access by someone that you have not agreed should see it, then you should change your password immediately. Access can also be gained on some phones using the fingerprint or Face ID technology - please consider this extra security feature.
- If you have concerns about this, 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 information from your records. 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 may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental or where there is reference to third parties. The practice has the right to remove online access to services for anyone they feel it could harm or be put at risk.