

What do I need to do now?

If you wish to register for online access to your medical records, please complete and sign the application for online access to the practice online services. This will need to be returned to Courtyard Surgery.

If you have previously registered, you will still need to complete this for or request access via the NHS App.

If you have not previously registered for any of the online services e.g. booking appointments, you will need to complete this form (you will need to bring ID with you when you come to register) or register via the NHS App.

This is due to the enhanced nature of the access that is being requested as we need to make sure that you understand what you will be seeing.

Once you have registered, you will have a unique username and password which will allow you to log in to the online system.

Applications can take up to 28 days to be approved.

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 you have not agreed should see it, you should change your password immediately.

Further reading and information

If you would like more information about Online Access and the NHS App, please visit:

<https://www.nhs.uk/nhs-app/about-the-nhs-app/>
or

<http://www.nhs.uk/aboutNHSChoices/aboutnhschoices/find-and-choose-services/Pages/gp-online-services.aspx>

These websites are run by NHS England and NHS Choices and are designed to give patients more information about the services that are offered by GP practices.



COURTYARD SURGERY

Online Services Records Access

Patient Information Leaflet

What you need to know

You may already be using our online service to book appointments with a GP, request repeat prescriptions for any medications you take regularly, view your medical record summary as well as your full clinical record prospectively.

As your GP practice, we have been asked to provide you with an option, no later than 31st October 2023, to access your prospective medical records. The practice has chosen to offer this on an OPT IN basis.

Being able to see your record online might help you to manage your medical conditions.

Patients can request access to any or all parts of this system by completing our application form for online access to the practice online services.

What's in it for me?

You can look at your records whenever you choose to, without needing to print them. Online records are up to date and more secure than a printed paper record which could get lost or seen by others.

People who have long term conditions have found that looking at their test results online helps them make positive changes to improve their health. They can see if their condition is improving or getting worse by looking at past test results.

You can look at your medical records before your appointment to see if there is anything you need to discuss with your GP or nurse. This could be test results, illnesses that you have had in the past or any new information added to your records. This would help you discuss any concerns you may have and help you benefit more from your consultation.

One of the most useful things that patients have found is that you can make sure your medical information is accurate. For example, you will be able to let your GP know if you have an allergy to a medicine that is not recorded.

Before you go on holiday, you can check if your vaccinations are up to date without having to contact your surgery.

Things to consider

Forgotten history.

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

Abnormal results

It is important to note that what may appear to be an abnormal result may be normal for an individual patient. Our system supplier does not currently allow us to show GP comments alongside test results to help to understand this.

Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family or carers. It's your choice but also your responsibility to keep the information safe and secure. If it would be helpful to you, you can ask us to provide another set of log in details to your online services for another person to act on your behalf. They would be able to book appointments or order repeat prescriptions. They may be able to see your record if you wish – tell the practice what access you would like them to have.

Coercion

If you think you may be pressured into revealing details from your 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 healthcare professionals to ensure you receive the best possible care. Some of the information may be highly technical and not easily understood.

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

Your responsibilities

If you print out any information from your record, it is 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 information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.

Be careful that nobody can see your records on screen when you are using the online services and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.

- 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.

The practice will explain the reason for withdrawing access to you and will reinstate it as quickly as possible.

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 accessed 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.