

# GP Online Services: Request Form



Did you know you don't have to wait on the phone to speak to us. Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app. You can choose to:

- Book and cancel appointments with your doctor / nurse online, when it suits you. The surgery chooses which appointments can be booked online.
- Order repeat prescriptions online. Some patients have found they save money and time as they don't need to make a special trip to their surgery to order repeat prescriptions.
- Look at part of your GP records online and find answers to questions you may have without ringing your doctor.

Online services are free to use and are just another way of contacting the surgery. You can still ring or come to your surgery in person like you do now. If you would like to use Online Services please complete this form.

## Section 1 – Contact Details

Surname:	
First name:	
Date of birth:	
Address and Postcode	
Email address:	
Mobile No:	
Patient Signature:	

## Section 2 – Acceptable identify evidence for online access requests

See reverse of this form for a list of acceptable documents which you need to provide to the surgery

## Section 3 – Access request

Please indicate which feature(s) you wish to access:	
Appointments	<input type="checkbox"/>
Repeat Prescriptions	<input type="checkbox"/>
Allergies	<input type="checkbox"/>
Medications	<input type="checkbox"/>
Laboratory test results	<input type="checkbox"/>
Documents	<input type="checkbox"/>
Immunisations	<input type="checkbox"/>
Problems	<input type="checkbox"/>
Consultations	<input type="checkbox"/>
If you have just registered with us – did you have access to all the above features with your previous surgery?    Yes <input type="checkbox"/> No <input type="checkbox"/>	

## Acceptable identity evidence for online access requests

Please provide either:

- One piece of Level 3 evidence and one piece of Level 2, or
- Two pieces of Level 3 evidence

In either case, one piece of evidence must include a photograph.

Level 2 Identify Evidence	Level 3 Identity Evidence
<ul style="list-style-type: none"> <li>• Firearm Certificate</li> <li>• DBS Enhanced Disclosure Certificate</li> <li>• HMG issued convention travel document                             <ul style="list-style-type: none"> <li>– HMG issued stateless person document</li> <li>– HMG issued certificate of travel</li> <li>– HMG issued certificate of identity</li> </ul> </li> <li>• Birth certificate</li> <li>• Adoption certificate</li> <li>• UK asylum seekers Application Registration Card (ARC)</li> <li>• Unsecured personal loan account (exc pay day loans)</li> <li>• National 60+ bus pass</li> <li>• An education certificate gained from an educational institution regulated or administered by a Public Authority (eg GCSE, GCE, A Level, O Level)</li> <li>• An education certificate gained from a well recognised higher educational institution</li> <li>• Residential property rental or purchase agreement</li> <li>• Proof of age card issued under the Proof of Age Standards Scheme (without a unique reference number)</li> <li>• Police warrant card</li> <li>• Freedom pass</li> <li>• Marriage Certificate</li> <li>• Fire brigade ID card</li> <li>• Non bank savings account</li> <li>• Mobile telephone contract account</li> <li>• Buildings insurance</li> <li>• Contents insurance</li> <li>• Vehicle insurance</li> </ul>	<ul style="list-style-type: none"> <li>• Passports that comply with ICAO 9303 (Machine Readable Travel Documents)</li> <li>• EEA/EU Government issued identity cards that comply with Council Regulation (EC) No 2252/2004</li> <li>• Northern Ireland Voters Card</li> <li>• US passport card</li> <li>• Retail bank/credit union/building society current account</li> <li>• Student loan account</li> <li>• Bank credit account (credit card)</li> <li>• Non-bank credit account (including credit/store/charge cards)</li> <li>• Bank savings account</li> <li>• Buy to let mortgage account</li> <li>• Digital tachograph card</li> <li>• Armed Forces ID card</li> <li>• Proof of age card issued under the Proof of Age Standards Scheme (containing a unique reference number)</li> <li>• Secured loan account (inc hire purchase)</li> <li>• Mortgage account</li> <li>• EEA/EU full driving licences that comply with European Directive 2006/126/EC</li> </ul>

### Office Use only

If the above cannot be fulfilled it is important to ensure the person submitting the application is the person with the verified ID. A confidential face to face meeting between the applicant and member of staff is required. In order to verify the applicant's ID you must ask 2 questions to ascertain identity, for example about medication or last visit to the GP. A member of staff may also personally vouch for a patient if they are known to you.

Signed: ..... Dated: .....

Documents copied  Satisfied with the patient's answers  Identity is known