

# ONLINE ACCESS TO YOUR MEDICAL RECORDS



This service allows you to view your GP medical record securely over the internet from a computer – free of charge. The service is completely voluntary. If you do not want to use it, your treatment will not be affected in any way.

## What are the advantages for me?

- If you are waiting for results you will see them as soon as they are added to your record and you will not have to ring the surgery.
- You can choose to share your records with those treating you anywhere in the NHS. You may also wish to share your records with family members.
- You can easily look up your list of medications and immunisations (known to your GP).
- Accessing your record on computer will help you to understand and make better use of the information we hold about you.
- Access can help you discuss your health with health professionals caring for you.
- You can help to ensure that the information we hold about you remains accurate, up to date and complete.

## What information will I be able to see?

The system allows you to view the following areas of your GP medical record:

- A summary of your GP record that gives you the most important and recent entries
- Consultations showing the date and professional seen and reason for visit
- Previous medical history showing diagnoses, investigations, and procedures
- Allergies and any bad reactions to medications
- Results showing all investigations such as blood results, liver tests, blood pressure etc.
- Vaccinations and immunisations
- Medications

Please note all coding and entries at this time are from July 2020 onwards. In the forthcoming months that may change. If you need any information prior to this date please ask for a 'Subject Access Request' form.

## Are there any risks for me?

There may be something in your record that you have forgotten and do not want to be reminded about. Some terms may be difficult to understand as the notes are made by doctors and nurses for each other. If necessary please seek further information during your next appointment at the surgery.

The surgery will continue make every effort to contact you directly as soon as possible about test results which require further action. However it is possible that you may see these online before your GP has had a chance to discuss them with you, for example over the weekend, when there is no one at the surgery to discuss them.

## Can I alter the record?

No, only practice staff can alter your record. However if you see something which you think needs to be changed please contact the practice manager as soon as possible. Any changes to your medical record will be authorised by your GP.

# ONLINE ACCESS - FREQUENTLY ASKED QUESTIONS



## **Security - Where is my confidential medical information held whilst I am viewing my online EHR and who has access to it?**

The information you view on the online system comes from the clinical system in your GP practice. Portions of this information are encrypted (this means it is very difficult for someone else to intercept and read the information) and securely sent from the GP system to your PC web browser. Your information remains under the control of your GP as it does now. Like online banking you control viewing by using your Username and password. You will be responsible for keeping your log in details safe.

Logging off or a power failure will clear all the information accessed online from your computer system. Only the surgery permanently holds your information. You are advised not to copy information to your own computer but to log on to the secure site each time to wish to access information as it will be up to date and secure. Information may be printed and shared as you wish, but please ensure any paper copies are kept secure and disposed of securely when no longer required.

## **How will other people be prohibited from seeing my record?**

To view your online EHR (Electronic Health Record) you have to identify yourself with passwords and a username that only you know. Unless you reveal this information to someone else you will be the only person able to access your medical record via the online system.

## **IF YOU SEE SOMEONE ELSE'S MEDICAL INFORMATION YOU SHOULD IMMEDIATELY EXIT FROM THE SYSTEM AND INFORM THE PRACTICE STAFF.**

## **What should I know about with regard to passwords I might use?**

Passwords are all Case sensitive and are NOT known to the practice staff. Please remember there is a difference between O (letter O) and 0 (zero). If you leave passwords lying around then the system is not secure

## **Should I be concerned about identity theft?**

No address/NHS are given out on screen - those details however can be obtained when reading letters.

## **What if I mess thing up?**

No matter what you do or click you can't alter the records. When you order repeat prescriptions, you are given the opportunity to check what you have requested before submitting it and can leave a message with your request in the free text box if you are unsure.

## **Will my data be passed to anyone else without my permission?**

No. The Data Protection Act states that your personal data can only be shared with your permission. Please see the Information Commissioners Office website for further information.

## **Proxy Access**

Formal proxy access can be given either with the patient's express consent or, in cases where the patient lacks capacity to make this decision the GP may authorise proxy access for the best interests of the patient. This will be decided on a case-by-case basis at the discretion of the GP.

# BENEFITS OF ONLINE ACCESS TO YOUR EHR (Electronic Health Record)



## **GP/Healthcare**

The patient has an active role in their own healthcare and develops a good relationship with their GP and Practice.

## **Repeat Prescriptions**

These can be ordered via the internet whether you take advantage of the access to records or not. You must also register for this service using the same forms. This is our preferred option for ordering any medication here at the surgery.

## **Results**

With access to your medical records you can check any results or letters.

## **Holidays**

You may be in another country and taken ill. You may decide to allow the doctor access to your records (a personal decision). It might be that you forgot to order your repeat prescription and need it to be ready on your return.

## **Appointments**

Only some clinics are available to book online as a majority still need triage to make sure you are with the correct nurse or clinician. More will be available online later in the months to come. However if you book online they can be viewed on screen and cancelled if you wish. If you are going to see a healthcare professional outside your area you can print out the relevant information and take it with you. (The date will be on the bottom of the printout).

## **Community & Nursing Homes**

It might be that you are receiving care at home and it is necessary for latest results of tests to be known before treatment is given. You can check the results yourself or allow anyone else you see fit to do so. If a relative is in a nursing home, and you have been given access to their records, by monitoring the 'consultation' section you can monitor their care. Records of visits by doctors along with comments by the doctor will be recorded here.

## **Relatives**

Should you wish, you can share all your health records with relatives or just part of the records by printing the part you wish to share.

## **Time**

For most people there is never enough time — doctors included. Much time can be saved by ordering repeats via the internet. Blood results, x-rays or letters can be checked. If they are normal it saves you time not having to travel to the surgery (can be lengthy & expensive if you don't have your own transport). It also leaves a free appointment allowing the doctor to see someone who is in need of an appointment and frees up the telephone lines for patients you need to speak with someone urgently.

## **Information**

You can check what results mean or check a condition and some help guidelines. There are links to support groups e.g. Diabetes UK or find out more information on our website or via [www.nhs.uk](http://www.nhs.uk).

# CHALLENGES OF ONLINE ACCESS TO YOUR ELECTRONIC RECORDS



## **Forgotten History**

There may be something in your history you don't want any family members to see. It might be information you had put to the back of your mind, something that was distressing and are now confronted with it or it is revealed because you have given the family member access.

## **Bad News**

You may read some bad news before the doctor has seen it.

## **Abnormal Results**

Results may be abnormal and cause you to worry

## **X-rays**

A chest x-ray may show a shadow and query a cancer diagnosis.

## **What should you do? - The alternatives are the same for all of the above three.**

- Ring the surgery and ask for a telephone consultation when they re-open
- If out of hours, don't look at the results if you are prone to worry - wait until the surgery opens before checking
- Speak with NHS 111 for out of hours assistance if you really cannot wait for your own GP
- Ring A&E only if you are feeling really unwell

**Remember had you not had access you would not have known the results until either the doctor / Practice team contacted you or you rang for the results.**

## **3rd party information**

You might want to tell the doctor something about your spouse/partner/child etc in confidence.

- If the doctor records the information and the patient then sees this it could cause problems.
- If the doctor doesn't vital information may get lost or forgotten
- The information may be malicious and again cause problems

# CHILDREN'S ACCESS TO ONLINE SERVICES

**Under 11 years:** Until a child's 11th birthday, the usual position would be for the parents of the child to control access to the child's record and online services.

**11-16 years:** Due to potential confidentiality issues for patients, the Practice does not currently allow access to online services for children aged between 11 and 16 years. If Proxy Access has been provided prior to the child's 11th Birthday, access will be automatically revoked from when they turn 16 years old. If Proxy Access is requested we contact the child to inform them of the implications and that it can be revoked at anytime or that consultations can be redacted if required.

**Over 16 years:** Once a child reaches the age of 16, they are assumed to be competent unless there is an indication that they are not. Therefore, they may request access to the online services for their own use or, if they are not competent, proxy access may be given in accordance to the terms previously mentioned with their consent.

**Proxy Access for Children:** Proxy access for children aged less than 11 years may be requested by the child's parent(s)/guardian(s). Access will be granted at the discretion of the GP. Once the child turns 16, Proxy Access to online services will automatically be removed.

# WHAT'S THE NEXT STEP?



Inform us that you would like to start using online services and complete the registration form. Please note each patient should have their own email address. Proxy access can be granted - for more information please ask to speak with the I.T. Lead/Asst Manager.

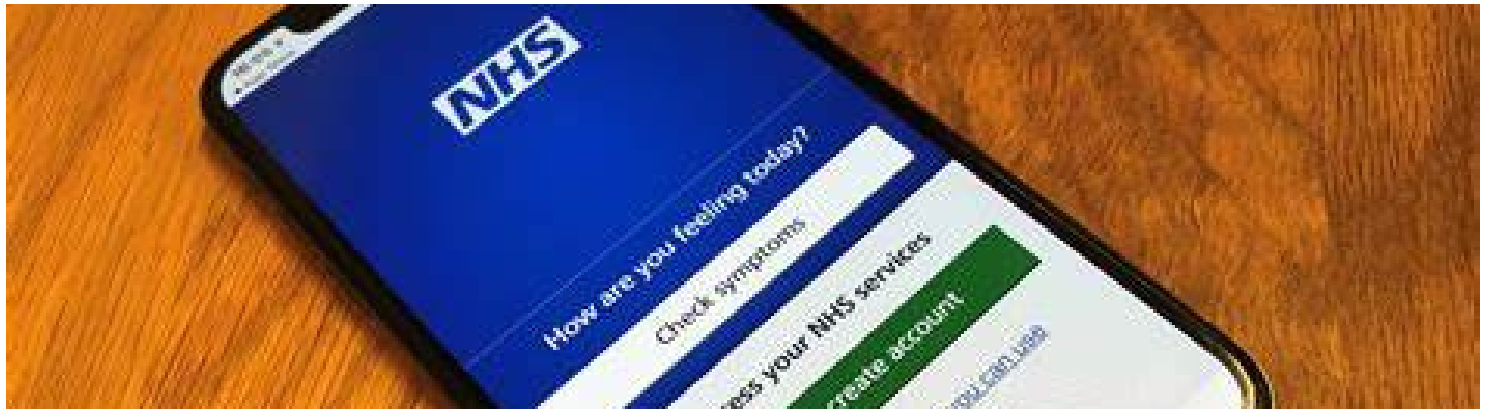
Once completed sign to confirm that you agree with the information on the form.

We will then check that you are who you say you are. We will do this in one of three ways:

- Photo ID (a passport or driving licence) **PLUS** proof of address (bank statement or utility bill etc).
- If you do not have any ID and are well known to the surgery, 2 members of staff may be able to confirm your identity.
- If you do not have any ID and are not well known to the surgery, we may ask you questions about the information in your GP record to confirm the record is really yours. (We may also ask you to wait until you have proof of address from your new residence)

We will then email you a document with your unique details, login and password.

Detailed read coded entries, results, vaccinations and medications are granted by the administration team. Before full online access is granted a Clinician or trained member of staff will check your records. Please note that this can take up to 28 days.



## THE NHS APP

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet. You can also access NHS App services from the browser on your desktop or laptop computer. To find out more go to [nhs.uk/app](https://nhs.uk/app).

If you already have access to the NHS App we will not require identification.

***The practice has the right to remove access to online services. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. This may occur if someone is forcing you to give them access to your record or if the record contains sensitive information that may be harmful or upsetting. If we do decide to withdraw access we will explain our reasons for this and reinstate access as soon as possible if it is deemed appropriate.***