

How do I sign up for Online Access?

1. Inform us that you would like to start using online services. Either in person or the phone
2. We will give you a short form to complete and sign to confirm that you agree with the information on the form.
3. 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)
 - 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)
4. We will then email you a document with your unique details, login and password

Download 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.



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.



Patient Access

You can now use the internet to request repeat prescriptions for medications, see results and look at your medical record online. You can still telephone the surgery or attend in person for any of these services. It is entirely your choice.

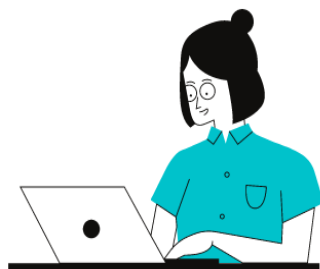
Having the ability to view your record online could help you to manage any medical conditions that you may have. Online access allows you to view this information from anywhere. This could be of particular use should you require medical treatment if you become ill whilst on holiday or just want to book an appointment when this has been reinstated.

Signing up to online access is not compulsory. Please be assured that you can continue to communicate with the practice in whatever way you prefer; it's your choice. Deciding not to access your medical records online will not affect the quality of care that you receive.

Carnon Downs Surgery

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Access

If you decide to register to use online services you will have a username and password, which you will need to use to log in. You should not share your login details with others. It is your responsibility to keep these details safe.

To protect others from viewing your records you should keep your password secret and not write it down. If you feel that you will forget your password if you do not write it down, record a reminder that will prompt you to remember your password rather than your actual password. This should always be kept in a safe and secure place.

If you think that someone has seen or has access to your password you should change it as soon as possible. If you are unable to do this for whatever reason you should contact the surgery so that we can remove online access until you are able to reset your password.

No one should force you to share your login details. If someone does pressurise you to share your details, contact the surgery as soon as possible.

Using a Shared Computer

You should take extra care when using a shared computer to access your medical records online. To protect your information from others when using a shared computer, you should:

- Be observant; make sure that others cannot see what is on the computer screen.
- Keep your login details secret, your records are personal to you and you would not want others to know how to access this information.
- Ensure that you log out when you finish looking at your records so that others cannot view your information or change your password without you knowing.

What can I access?

You can have the option of accessing the following services:

Standard Access

- Booking Appointments online (not during pandemic)
- Viewing Medications Prescribed
- Requesting Repeat Medications
- Recorded Allergies
- View Clinical “Problems” list (key diagnoses on your record)
- View Immunisations, Test and Investigations Results

Why register for online?

- You can look at your records whenever you want to. Online records are kept up to date and are more secure than paper records, which could be lost or seen by others.
- People that have long term conditions, such as hypertension or diabetes can view test results online.
- Online access allows you to make sure that your records are accurate. For example, if you have an allergy that is not recorded within your records, you will be able to inform the practice who will update your records accordingly. Accessing your medical records allows you to check that your vaccinations are up to date before going on holiday, rather than having to visit the surgery.

Things to consider

There are a few things that you should think about before choosing to register for online access to your records. It is possible that you may see:

- Information that you had forgotten about recorded in your records, which you may find upsetting.
- You may see test results before your doctor has spoken to you about them. This could occur if you are unable to contact the surgery or if the surgery is closed.
- If you think that you will be pressured into sharing your records, it would probably be best not to register for access to online services.
- Information in your records may not be accurate. If you find incorrect information you should contact the surgery as soon as possible.