On Line Services (Patient Access)

You can register to access the following on line services:

Make GP Appointments

Order Repeat Medication

View Detailed Coded Records (new)

Detailed Coded Records

When registered you are able to view online, export or print detailed coded information held in your medical records.

Types of coded data available will include:

■ Allergies/Adverse reactions

■ Medication (dose, quantity and last issued date)

■ Immunisations

■ Results (numerical values and normal range)

■ Problems/Diagnoses

■ Codes showing referrals made or letters received (no attachments)

Please ask at reception if you would like to sign up for this service or update your current service if you are currently only registered to make GP appointments and order repeat medication.

The Practice has the right to remove online access to 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 else is forcing you to give them access to your record or if the record may contain something that may be upsetting or harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible.

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Abnormal results or bad news

As you will have access to test results, you may see something that gives you cause for concern. This may occur before your GP has had a chance to speak to you or while the surgery is closed and you cannot contact them. If this happens please contact us as soon as possible.

Choosing to share your information with someone

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. If you can’t do this for some reason, we recommend that you contact us so that we can remove online access until you are able to reset your password. If you print out any information from your record, 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.

Forgotten history

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

Information added by non-clinicians

Information will have been added to your medical record by administrative staff employed by the Practice.

Such information could be when your notes from your previous practice have been summarised and entered onto our computer system; when we receive documents from other health providers that contain data suitable for coding; and other information we require to have in your record to support clinicians in providing healthcare to you.

Some information will have been added by other clinical staff who may not be employed by the surgery, for example, community midwives and nurses. In some cases, medical records will have been transferred electronically this will form the basis of your clinical record.

Misunderstood information

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 record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.