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.

**Forgotten history**

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

**Abnormal results or bad news**

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

To get more information about your results please phone Reception who will be able to see how the Doctor has interpreted them. The Practice Nurses are also available to give results out Tues/ Wed & Fri 1pm-1.30pm.

**Choosing to share your information with someone**

It is up to you whether or not you share your information with others – perhaps family members of carers. It’s your choice, but also your responsibility to keep the information safe and secure.

**Coercion**

If you think you may be pressured into revealing details from your patient 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 clinical professional to ensure that you receive the best possible care. Some of the information within your record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clear explanation.

**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.

**Can I alter the record?**

No. This is a “read only” facility. You can however, print off details to take to hospital appointments for example. If you think that there is something that needs to be changed, you will need to contact the surgery.

**PATIENT ONLINE ACCESS INFORMATION LEAFLET**

**“It’s your choice”**

Practices are increasingly enabling patients to be able to request repeat prescriptions and book appointments online. Some patients may wish to access more information online and contractually from 1st April 2015 practices are obliged to assist access to medications, allergies and adverse reactions as a minimum. From 1st April 2016 Detailed Coded Data will also be available upon patient request.

**You need to have been registered with us for approximately two weeks before we can issue an online PIN letter for you.**

Being able to see you record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. In general this decision will not affect the quality of your care.

You will be given login details within 21 days of submitting your Registration Form. You will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

**The practice has the right to remove online access to services for anyone that does not use them responsibly.**

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 cannot do this for some reason, we recommend that you contact the practice so that they 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.

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

**More Information**

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure:

[http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet .pdf](http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet%20.pdf)

Verifying your identity

Photographic Evidence: - we ask you to provide one of these documents as evidence

• Passport

• EEA/EU Government issued identity cards

• Driving Licence photo card

• NHS staff card containing a biometric

• Proof of age card UK

• National 60+ bus pass

• UK biometric Residence permit (BRP)

• UK Asylum seekers application registration card (ARC)

Non-Photographic Evidence: - we ask you to provide one of these documents as proof of residence – bills / statements must be dated in the last 3 months other contractual documents must not be over 12 months old. They must match the name and address that we have on your medical records

• Fixed line telephone account statement/bill

• Gas supply account statement/bill

• Electricity supply account statement/bill

• Mobile telephone contract/bill

• Bank / building society statement

• Contents insurance

• Building insurance

• Vehicle insurance

• Residential property rental or purchase agreement

• DBS enhanced disclosure certificate

**What about security?**

Record access has the same level security as online banking. A hacker would only be able to see one page at a time. Nothing changes with the way your medical information is stored. Your information will remain under the control of your GP as it does now. And like online banking you control viewing by using your PIN and passwords. You will be responsible for keeping your login details safe.

Logging off or power failure will clear all the information on your computer system.

**Will my data be sold onto private health companies?**

The Data Protection Act (1998) states that data which identifies you can only be used with your explicit permission.

**What if I don’t want to register to use this system?**

If you do not want to register to use this system you can still use all the practices’ services exactly as before. Your decision not to register will not affect your treatment or your relationship with your GP practice in any way.

**How do I get started?**

1. To be able to use the system you must have a computer with internet access.

2. You will need to have a Patient Access account set up with the practice. You will need to bring photo ID (passport, driving licence) and proof of residence (bill, statement) to be able to register.

3. You must complete a Patient Online Access Registration Form to say you have read this information leaflet before you start using the system.

This form is available on reception and online at our website: [www.albrightonmedicalpractice.co.uk](http://www.albrightonmedicalpractice.co.uk)

4. We will provide you with a PIN letter to be able to set your account up. **You must remember these details and keep them secure.**