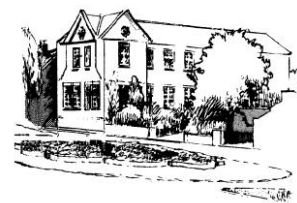

Bridge Surgery

Online Services (March 16)

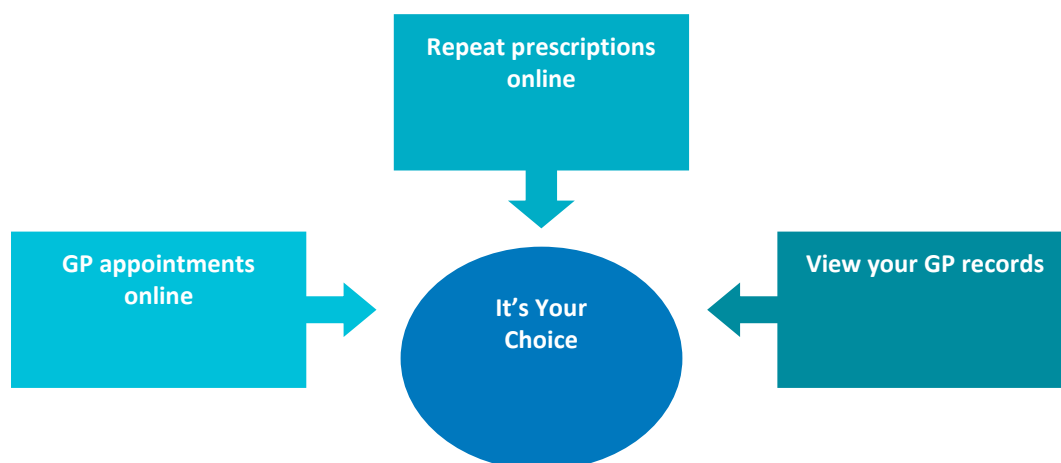


'It's your choice'

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at a basic summary or a more detailed coded version (known as a 'detailed coded record' or DCR) of your medical record online. (NB This is NOT your full medical record). You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. You will be able to book GP appointments, request your repeat prescription or access your record at any time, wherever you are in the UK. 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. This decision will not affect the quality of your care.

You will be given login details, so 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.



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 the practice so that they can remove online access until you are able to reset your password.

Please note – if you forget your login details or password or lock yourself out of SystemOnline (due to 5 failed log in attempts) you will be required to re-apply for access to online services and verify your identity again.

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.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly.
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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 to confirm that you have read and understood the 'things to consider' overleaf before you are given login details.

Things to consider

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.

Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or 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 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.

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.

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>

How to apply for online services

Please complete an application form for online access available from reception or the website at <http://www.bridgesurgery.net>. Once you have completed this form you will need to visit the practice in person with two forms of documentation to verify your identity; one of these must contain a photo and one an address. Acceptable documents include passports, photo driving licences and bank statements, **but not bills**. Birth certificates and bus passes are also acceptable.

After this has been completed you will have access to 'SystmOnline' and be able to make GP appointments, order repeat prescriptions and view a basic summary of your medical record within 2 – 3 working days. If you have requested access to your 'detailed coded record' it will take up to 21 days for access to be approved by your GP.

If you are a new patient to the practice access to your 'detailed coded record' may take longer as we have to wait to receive your record from your previous surgery.