Patient Access has been in use in the surgery for some years now and many of our patients are happily using it to book appointments and order repeat prescriptions over the internet.

We have extended the facilities offered using this system so that patients may view their electronic medical records through Patient Access.

When registering for this access, you must visit the Practice to confirm your registration within 1 month with Photographic ID otherwise your application will be rejected and you will have to re-register for the service.

Q. What will I be able to see?

- A medical summary
- Vaccinations and immunisations
- Medications
- Allergies

Q. Can I alter the record?

No. This is a 'read only' facility. You can however, print off details to take to e.g. a hospital appointment. If you think that there is something that needs to be changed, you will need to contact the surgery.

Q. 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 look up your list of immunisations
- You will be able to view your record at home, overseas, in hospital as an in- or out-patient (e.g. to share with hospital staff), or whenever you want access and have an internet connection.

Q. Is it secure?

- Yes, 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.

- 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.

Q. What about children?
The age limit set for children's Patient Access is 16 years old, children under the age of 16 we are unable to provide online access.

Q. Can you turn it off?
Yes. As with the current arrangement, we can turn off the access in part or altogether.

Q. Where can I get more information?
More information can be found at www.elmsmedicalcentre.co.uk or you can email the surgery with your questions and queries to elms.medicalcentre@nhs.net.

Please do not ring the surgery as this will block the telephone lines for patients who may have urgent medical problems.

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 – When viewing test results or letters, you may see something that you find upsetting. 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.
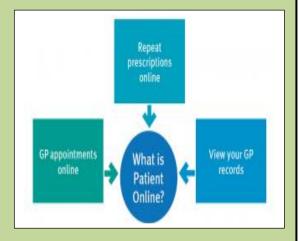
THE ELMS MEDICAL PRACTICE

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www.elmsmedicalcentre.co.uk

ONLINE ACCESS

PATIENT INFORMATION LEAFLET