

# Keeping your GP online records safe and private

**Easy  
Read**



For more information visit [www.nhs.uk/patientonline](http://www.nhs.uk/patientonline)  
and register for your online services at your GP.



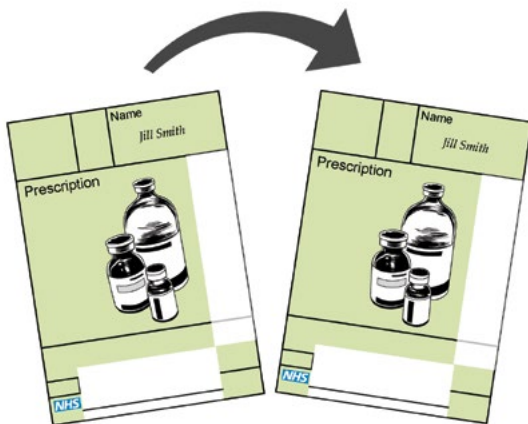
# What you need to know



Wouldn't it be great if you could look at your GP records online? Well, you can!



You can also book and cancel appointments at your GP surgery.



You can also order repeat prescriptions online.



You can already see some of the information in your GP online records, including your medications and allergies.



In the next year, you will be able to see even more. This will include illnesses, immunisations and test results.

Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone.

If you would like to start using online services, see the **Getting Started with GP Online Services** guide for more information.

This guide is also available online at:

[www.nhs.uk/patientonline](http://www.nhs.uk/patientonline)

or from your surgery or on their website.

# Keeping your username and password safe



When you register to use GP online services, your surgery will give you a letter with your username and password, which you will use to log in.



You should not share your login details with others.



You should not share your username or password. No one should force you to show them your login details, you have the right to say no.



If someone forces you, tell your surgery as soon as possible.





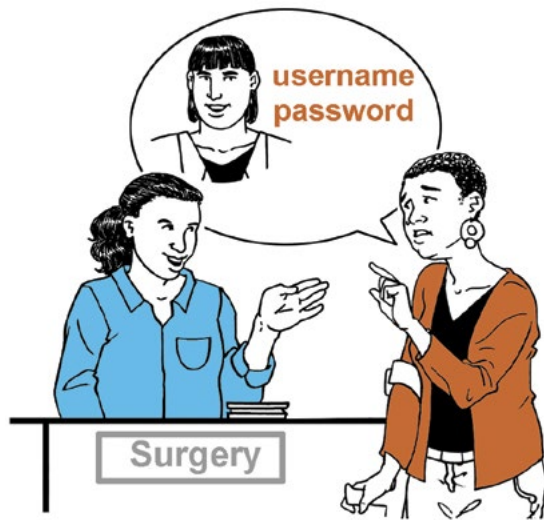
You should keep your password secret and it is best not to write it down. If you must write it down, keep a reminder of the password, not the password itself. This should be kept in a safe secure place.

If you think someone has seen your password, you should change it as soon as possible.

## Sharing your GP records with others



In some surgeries, you can choose to let others like your family or carers look at your GP online records. This may be because you would like them to help you look after your health.



You will need to ask your surgery to give the person their own username and password. Then they will be able to use this to look at your GP records. Some surgeries are not able to do this at the moment but will be able to in future.

## Using a shared computer



You need to take extra care when using a computer you share with someone else to look at your GP records online. This could be at the library, at work, at university or at home.



Look around to see if other people can see what is on the computer screen. Remember, your GP records contain your personal information.



Keep your username and password secret. Just like your bank account PIN, you would not want others to know how to get into your GP records.



Make sure you log out when you finish looking at your records, so that no one else can see your personal information or change your password without you knowing.

## Incorrect information in your records



If you find any wrong information, you should let your surgery know as soon as possible.



If you see information about anyone else in your records, log out and let your surgery know as soon as possible.



## Remember



- Your GP records are important and you should keep them safe and secure, just like your bank account details.
- No one should force you to share your GP records. You have the right to say no. If this happens, tell your surgery as soon as you can.
- Take extra care when using a shared computer. Keep your login details in a safe place and remember to log out.

For more information on how you can protect your GP online records, go to:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

This easy read document has been produced by CHANGE.  
[www.changepeople.org](http://www.changepeople.org)

# Contact us

NHS England is committed to working and engaging with patients. Ensuring that your views are heard at all levels and across all parts of the healthcare system is essential for creating and delivering better health and care services.

We'd like to hear your feedback or answer questions you may have about Patient Online.

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**British Sign Language (BSL):** If you use BSL, you can talk to us via a video call to a BSL interpreter. Visit NHS England's BSL Service.