

PEASHOLM SURGERY

PATIENT ONLINE ACCESS INFORMATION

“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 also look at a summary of your medical records online.

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 your records online might help you to manage your own medical conditions. It also means that you can access it from anywhere in the world if you should 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 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 records.

The practice has the right to remove online access to services for anyone who does not use them responsibly or in instances where we believe your records may not be secure.

It will be your responsibility to keep your login details 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 we can remove online access until you are able to reset your password.

If you print any information from your record, it is also your responsibility to keep it secure. If you are 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 things to consider:

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

Forgotten History

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

Information about Someone Else

If you spot something in your records that is not about you or you notice any other errors, please log out of the system and contact the practice as soon as possible.

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. 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 is 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.

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.

Coercion

If you think you may be pressured into revealing details from your medical records to someone against your will, it is best not to register for online access at this time.

Misunderstood Information

Your medical records are designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your records may be highly technical, written by specialists and not easily understood. If you require clarification, please do not hesitate to contact the practice.

Can I View my Child's Record?

Most practices allow parents to access their child's records up until their child is 11 years old. When a child reaches this age, access to their records will be stopped. Should you wish to view your child's records beyond this age, you'll need to discuss this with the practice as the child will need to agree to this. Only appointment booking and repeat prescriptions will be available to be viewed. When the child reaches the age of 16 years old, the access will again be stopped and only the patient can then apply for access to be given.

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 feel that there is something that needs changing, you will need to contact the practice.

What About Security?

Record access has the same level of 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. Like online banking you control viewing by using your PIN and password. You will be responsible for keeping your login details safe.

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

How do I get Started?

1. To be able to use this system you must have a computer with internet access.
2. You will need a Patient Access account set up with the practice. You will need to bring photo ID and proof of residence (bill, bank statement).
3. You must complete a Patient Online Access Registration form to say you have read this information leaflet. This form is also available on our website:
www.peasholmsurgery.co.uk
4. We will provide you with a PIN letter to enable you to set your account up. **You must remember these details and keep them secure.**

More Information

For more information, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

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

Proxy Access

Proxy access refers to access to online services by somebody acting on behalf of the patient. To obtain formal proxy access please contact the practice for further details and information.

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 practice's services exactly as before. Your decision not to register will not affect your treatment or your relationship with your GP practice in any way.

Verifying your Identity

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

- Passport
- EEA/EU Licence photo card
- Driving Licence
- 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)

As well as Photo ID we also ask that you provide proof of address. Bills / statements must be dated within the last 6 months where as contractual documents must not be over 12 months old. The address stated on these documents must match the address on your record.

- Fixed line telephone account statement / bill
- Gas supply account bill / statement
- Electricity supply bill / statement
- Mobile telephone contract / bill
- Bank / building society statement
- Contents Insurance
- Building Insurance
- Vehicle insurance