



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 to look at medication, allergies and adverse reactions within your 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.

Online access for other items within your medical record will be enabled in line with national timetables or by agreement with your GP.

Being able to see your record online might help you to access services more easily. 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. Further details regarding this process are shown on page 3.

The practice has a responsibility to safeguard all patients' confidential medical records and therefore proof of identity will be required for online access to be granted or extended. It may be possible for staff to "vouch" for the identity of patients well known to them but as we cannot guarantee that a specific member of staff will be available, all patients should be prepared to produce 2 forms of identification, one of which must be a photo-ID, such as a passport or driving license. If existing users of on line services wish to extend their access to look at medication, allergies and adverse reactions within their medical record then they should also complete the relevant registration form and be prepared to produce 2 forms of identification.

If, as a parent, you are applying for access to your child's records, we will need you to confirm your parental rights. If your child is competent and able to understand the implications of your access, then we will need to get their consent first even if they are under 16 years of age. Where parental access is granted for children this will automatically be removed when the child reaches the ages of 12 and again at 16 in order that a further discussion can be held as to whether the child is then competent and able to understand the implications of parental access. Access to a child's records will require the approval of a GP.

If, as a carer, or family member, you are applying for access to another person's records then this will require the individual's permission and the approval of a GP.

Please note usage of online access will require a level of IT competence.

The practice has the right to remove online access to services for anyone that doesn't 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 can't 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 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. 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:

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>

Online Services Using Patient Access

Patient Access is part of Patient.co.uk which provides advice to both patients and health care professionals. Patient Access allows you to:

- Request repeat prescriptions
- Update your contact details
- Book an appointment
- View your medication, allergies and adverse reactions

Existing Users

If you are an active user of online services, once we have received your completed application form and we have verified your identity we will extend your access to enable you to view your medication, allergies and adverse reactions. You should continue to log in using your existing user id and password.

New Users

If you wish to register as a new user of our online services, please contact Reception. To ensure only genuine patients are granted internet access you will be issued with a personalised registration letter giving you login and identification numbers to safeguard your confidentiality. **You cannot create an account without this Registration letter.** In order to verify your personal details we will need to see 2 forms of identification, one of which must be a photo-ID, such as a passport or driving licence.

Once you have received your Registration Letter from us, you will need to register these details on the website:

- Go to <https://www.patientaccess.com/>
- Click on **Register** in the Register box
- Answer **yes** to the question "Have you received a registration letter from your practice?"
- Enter the registration details shown on your registration letter and follow all the steps outlined, which includes choosing a **password**
- A **user ID** will be given to you at the end of the process
- **KEEP A NOTE OF YOUR USER ID NUMBER AND PASSWORD**

The next time you use the website you can log in just using your email address or User ID and password. You can access all your online services by clicking on any of the buttons on the bottom of the website homepage.

If you have any problems using the website then please do not hesitate to contact us.

Verifying the Identity of Applicants

Applicants must produce:

- EITHER 3 pieces of evidence (one item from Group 1, and two items from Group 1 or 2)
OR 5 pieces of evidence (all from Group 2 documents)

All documents must be in their current name: and at least one document must you're your current address and one your date of birth.

List of Valid Identity Documents

GROUP 1

- Current Passport - Any nationality
- UK Birth Certificate Issued with 12 months of date of birth
- UK issued Driving licence – Paper or photocard (counterpart licence must be presented alongside the counterpart licence)
- EU National Identity Card – EU countries only
- HM Forces ID card
- UK Firearms Licence
- Adoption Certificate - UK

GROUP 2

- Marriage or Civil Partnership Certificate
- Financial Statement – e.g. Pension, Endowment, ISA – issued within the last 12 months
- Birth Certificate – A copy is acceptable if used for Group 2 evidence
- Vehicle Registration Document – Only V5 and V5C versions are acceptable
- UK P45 or P60 Statement – Issued within the last 12 months
- Mail Order Catalogue Statement – less than 3 months old
- Bank/Building Society Statement – less than 3 months old
- Court Claim Form – documentation issued by Court Services within the last 12 months
- Utility Bill – Electricity, Gas, Water, Telephone contract or bill – less than 3 months old
- Exam Certificate – e.g. GCSE, NVQ, Degree
- TV Licence – issued with the last 12 months
- Addressed Pay slip – less than 3 months old
- Credit Card Statement – less than 3 months old
- National Insurance Card (UK)
- Store Card Statement – less than 3 months old
- UK NHS Card
- Mortgage Statement – Issued within the last 12 months
- Benefit Book or Statement – child allowance or Pension – less than 3 months old
- Insurance Certificate – issued with the last 12 months
- Certificate of British Nationality (UK)
- Council Tax Statement (UK) – issued within the last 12 months

- Work Permit or Visa (UK) – issued with the last 12 months
- A document from UK Central /Local Government/Government
- Agency/Local Authority giving entitlement – e.g. Dept. of Works & Pensions, Custom & Revenue, Social Security – issued with the last 3 months
- Connexions Card
- DBS Certificate – issued within the last 12 months
- Letter from Head Teacher – less than 3 months old