

**Drs Bywater, Salter & Hinton**

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## **Patient Access: Online Access to Your Patient Record** **Patient information leaflet**

You are probably aware that you can use the internet to book appointments with a GP and request repeat prescriptions for any medications you take regularly and also be able to look at certain parts of your medical record online.

In line with contractual obligations, Knightwick Surgery will offer patients the facility to view online, export or print any summary information from their record, relating to medications, allergies and adverse reactions. Other items may be agreed between the practice and patients, but this will be on an individual basis and will be solely at the discretion of your GP.

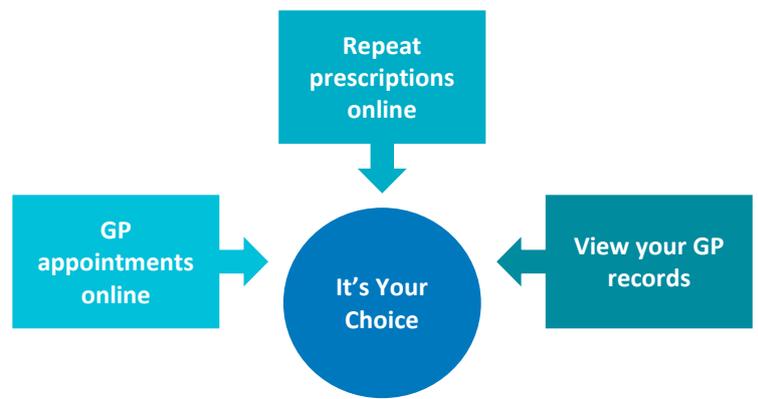
Being able to see your record online may help you to manage your medical conditions. It also means that you can access the information from anywhere in the world should you require medical treatment on holiday.

You will need to register for Patient Access. If you are currently registered for online booking and medication ordering, you will need to apply again to gain access to your medical record view. Access to your medical record requires an additional security password, which will be allocated to you when we process your application. This is to ensure complete confidentiality of your records.

This service is not intended to replace other methods of contact, but to offer increased accessibility to patients. You can still use the telephone or call in to the surgery for any enquiries.

Please note that access to medical records online is only available to patients aged over 13 years except in certain circumstances. Access by parents and guardians to records of children over 13 years will not be allowed without permission from the patient. Parents can still apply to order medication online for children under 13 years of age.

Carers should contact the Practice to discuss access.



**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.**

**The practice has the right to remove online access for anyone who doesn't use the service responsibly.**

## 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>