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| **Giving another person access to your GP Online Services** |
| **North House Surgery Patient Information Leaflet** |

You can choose to give another person access to your GP online services on your behalf. Your surgery will give them their own log in details separate from your own if you have access as well.

**Who can have this access?**

You choose who you want to give this access to. You can give access to more than one person. No-one can ask for access without your permission. You choose which services you want the person to use.

**Benefits**

Before giving another person access, you should think about what the benefits will be for you. If you cannot think of any, you should consider whether allowing this access is the right thing to do for you. Some of the benefits might be:

* You have peace of mind that someone is supporting you with managing your health.
* You know that someone understands your medical information and can share this with health professionals on your behalf if you are unable to, such as when you are very unwell or when you need help explaining or understanding something.
* You can benefit from the convenience provided by GP online services even if you do not use a device to access the internet yourself.
* The person can request your repeat prescriptions for you or book your appointments, where this is available, if they are providing care for you, or if you are busy because you work long hours or away from home.

**How to sign up and use the service**

* You and your chosen representative should complete the form attached to this leaflet.
* You and your representative will be asked to show evidence to confirm your identity and address. This can be photographic such as a driving licence. If you think you may be unable to provide this or unable to attend the surgery to do this, speak to the surgery who may be able to confirm your identity in other ways.
* The surgery will make a decision on whether it is safe for you to give your chosen person access to your GP Online services. The surgery will inform you when the process is complete. If the surgery decides not to give them access, they will discuss their reasons with you.
* Most people will use the service through the NHS App, and if they have this already and both are registered at the same practice, they will be able to link the accounts for easier access. Other services are also available. More information about using online services can be found here: www.nhs.uk/nhs-services/gps/online-health-and-prescription-services

**Things to consider before you give another person access to your GP Online Services**

* Do you trust the person to keep your information safe & not share or use it without permission?
* Is anyone forcing you to share your online services with them or do you think someone could force you to share it? If so, you should not give them access.  
  If you know that you would never want a particular person to have access to your online services, now or in the future, tell your surgery about this.
* Is there information in your records you do not want anyone to see or know about? You may wish to consider limiting the access to only being able to order medication and book appointments.
* How long would you like your chosen person to have access for? This can be for a short time to help you during illness or treatment, or ongoing so they can help you for a long period of time.

**Lasting Power of Attorney for Health and Welfare or Court Appointed Deputy**

When a person is unable to make healthcare decisions for themselves, and another person, often a family member, is appointed legal responsibility, they can ask the surgery for access to their GP Online Services. The GP will decide whether this should be allowed.

**Why the surgery may refuse to give proxy access or may stop the service**

On some occasions, your GP may refuse to allow your chosen person to use GP Online Services on your behalf or may stop the given access. If this happens, the GP will discuss their reasons with you. Some of the reasons may be:

* You or your representative have misused the service.
* Your GP is concerned your representative will not keep your information safe.
* Your GP feels someone is forcing you to allow them to use your online services.
* You are not able to make healthcare decisions for yourself or not able to understand or remember that you have given this access, and the person does not have a Lasting Power of Attorney and is not your Court Appointed Deputy, and the GP does not feel the access is in your best interests.
* You have told us in the past that you do not wish that person to ever have this access, even if you become unable to make decisions in the future.

**How you can stop the service**

You can choose to stop or change the access your representative has at any time. Tell the surgery you would like to do this. Some of the reasons you may choose to do this are:

* You only needed the support for a short time
* You want to give this responsibility to another person
* Your representative is no longer involved in your health care
* You feel your representative has misused the access
* You want to change what your representative is allowed to see and do on your behalf

**Some other things to consider**

Your medical record is written for and is designed to be used by medical professionals. Some of the information may be technical and not easily understood. Most GP Online Services offer access to information to help you understand the information, but if you require more information about what you see, contact the surgery.

Although the chances of any of these things happening are small, we ask that you read and understand the following as part of the request for access:

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| **Forgotten or unknown medical history** – there may be something you have forgotten about or did not know about in the record that you or the representative may find upsetting |
| **Abnormal results or bad news** – you may see something new that you find upsetting before you have spoken to a health professional about it |
| **Information about someone else** – if you see something in the record that is not about the person the record is for, or notice any other errors, tell the practice as soon as possible |
| **Coercion** – if you are being or think you may be pressured into revealing information from the record against your will, it is best that you do not have or permit this access |
| **Sharing information with someone else** – it is up to you whether or not you share information with anyone else, but also your responsibility to keep the information safe and secure |

More information and guidance on allowing others to access GP Online Services can be found at [www.nhs.uk/nhs-services/gps/using-online-services](http://www.nhs.uk/nhs-services/gps/using-online-services). If you are unable to access this information let us know and we will provide it in an alternative format.

**Request for Proxy Access to only GP services (age 16+)**

**Requests for online services routinely require up to 28 days processing, and in some cases or during periods of high demand, may require longer.**

**Please write clearly in all areas.**

**Please read the attached information leaflet carefully before deciding on what level of access you wish to give to your representative.**

**The Patient (the person whose record is to be accessed)**

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| --- | --- | --- |
| Full Name: | | Date of birth: |
| Address | | |
| Telephone: | Mobile: | |

I give permission to the person named below to access to my GP Online Services (tick to select services):

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| Online appointment booking (where available) |  |
| Online prescription management |  |
| Access to the medical record content. Choose **one** of these options only: | |
| Summary health information - medications & allergies |  |
| Coded medical data - immunisations, test results, health problems list |  |
| Full medical record – all information including consultations, letters & other attachments |  |

I reserve the right to change my decision at any time by notifying the practice. I have read the information leaflet and understand the risks and benefits of allowing someone else to have access to my GP health record.

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| Signature of patient: | Date: |

**The representative (the person allowed to access services for the person named above)**

|  |  |  |
| --- | --- | --- |
| Full Name: | | Date of birth: |
| Address | | |
| Telephone: | Mobile: | |
| Email address: | Your relationship to the patient: | |

I agree to have access to the GP Online Services for the patient named above. I understand my responsibility and agree with each of the following statements:

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| I have read and understood the information attached to this request |  |
| I will be wholly responsible for the security of the information I see or download |  |
| If I see information in the record that is not about the person, or appears inaccurate, I will contact the practice as soon as possible |  |
| If I suspect that the account has been accessed by someone without my permission, I will contact the practice as soon as possible |  |

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| Signature of representative | Date |

**For practice use only**

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| **Patient**  **Identify verified by**  Vouching 🞏  Vouching with information in record 🞏  Photo ID and proof of residence :  passport 🞏  driving licence 🞏  bank statement 🞏  other (please record) 🞏 | **Date & verifier name** |
| **Representative**  **Identify verified by**  Vouching 🞏  Vouching with information in record 🞏  Photo ID and proof of residence:  passport 🞏  driving licence 🞏  bank statement 🞏  other (please record) 🞏 | **Date & verifier name** |
| **Legal basis for access:**  Patient consent🞏  LPA for Health & Welfare or Court Appointed Deputy 🞏  Best Interests MCA decision 🞏 |  |
| Access authorised by (name & Date): | |
| Access enabled by (name & Date) | |
| Notes / comments | |