**North House Surgery GP Online Services Registration**

**North House Surgery - Patient Information Leaflet**

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| Patients aged 16 and over registered at a GP Practice in England are able to request repeat prescriptions, view some content from their medical record, and where available, book appointments using an online services portal.  Most patients can self register for online services access through the NHS App.  If you are unable to self-register, or would like to use a provider that does not offer self verification, you can use this form to request access from your GP.  This form is also for requesting enhanced access to the medical record, where some level of access already exists, and the change cannot be requested through the provider service.  **The practice is required to verify your identity before enabling any level of online services access, even if you already have access to some services or have been registered at the practice for some time.**  **Please note:**   * **It is 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, you should change your password immediately. If you can’t do this, contact the practice so they can remove online access until you are able to reset your password.** * **If you print out information from your record, it is your responsibility to keep this secure. If you are worried about keeping this safe, we recommend that you do not make copies at all.** * **The practice may not be able to offer online access due to a number of reasons. If this happens your GP will discuss this with you.** * **The practice has the right to remove online access to services for anyone that doesn’t use them responsibly.** | ***Key considerations*** |
| ***Forgotten history and sensitive information***  There may be something you have forgotten about in your record that you might find upsetting to see. |
| ***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 this service. |
| ***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 may be technical, written by specialists and not easily understood. Your online service should provide access to supporting information about medical conditions and treatments but please speak with a doctor or nurse if you see something that you do not understand. |
| ***Missing information***  There may be something you expect to see that does not appear. The record you will see will contain items entered into your record since you joined your current practice and may only contain a summary of the important items prior to that time. |
| ***Information about someone else***  If you see 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>

**North House Surgery GP Online Services Registration - for access to your own medical record**

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

|  |  |  |  |
| --- | --- | --- | --- |
| Surname |  | | |
| First name |  | | |
| Date of birth |  | | |
| Address |  | | |
| Postcode |  | | |
| Email address |  | | |
| Telephone number |  | Mobile number |  |

## I wish to have access to the following online services (please tick all that apply):

|  |  |
| --- | --- |
| Online appointments booking |  |
| Online prescription management |  |
| Access to the summary medical record (medication and allergies only) |  |
| Access to the detailed coded medical record (problems, immunisations, test results) |  |
| Access to the full medical record (all information in the GP medical held record) |  |

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| --- | --- |
| This a new access request (I do not already have any online access) |  |
| This is a request to change the level of access (where an active online account already exists) |  |

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| Please tick to indicate that you understand and agree with the following statements |  |
| I have read and understood the Patient Information Leaflet | 🞏 |
| I will be responsible for the security of the information that I see or download | 🞏 |
| If I choose to share my information with anyone else, this is at my own risk | 🞏 |
| I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement | 🞏 |
| If I see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible | 🞏 |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature |  | Date |  |

### For practice use only

|  |  |  |
| --- | --- | --- |
| Identity verification :(tick all that apply) | |  |
| document type must be stated, e.g. passport, driving licence, bank or utility statement  Photo ID 🞏  Proof of residence 🞏  Vouching 🞏  Vouching with information in record 🞏 | Name of Verifier: | Date Verified |
| Access Authorised 🞏  Access Declined 🞏 (must be discussed with the patient by the GP) | Name of Authoriser | Date Authorised |