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. |
| *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. |

For more information about keeping your healthcare records safe and secure please go to the following websites:

[www.england.nhs.uk/ourwork/pe/patient-online/po-public/](http://www.england.nhs.uk/ourwork/pe/patient-online/po-public/)

[www.myrecord.org.uk](http://www.myrecord.org.uk)

Royal College of General PractitionersPatient Online NHS England

**CARTMEL SURGERY**

**RECORDS ACCESS**

**PATIENT**

**INFORMATION LEAFLET**

**‘IT’S YOUR CHOICE’**

|  |  |  |
| --- | --- | --- |
|  | **Repeat prescriptions online** |  |
| **View your GP records** |  | **GP appointment online** |

**What is Patient Access?**

This is an online facility to enable you to make and cancel appointments, and order repeat medication.

You are also able to have access to a summary of your medical records. The Patient Access Medical Records Viewer is a website that enables you to view a summary of the information your practice holds about you easily and quickly. The website also includes links to information leaflets about medication, allergies and immunisations from Patient.co.uk.

**Advantages of using Patient Access**

It is an invaluable service for patients who have hectic lifestyles, works shifts or have mobility problems as it allows you to make or cancel appointments and order repeat medication at any time of the day. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday.

Patients who are able to see their medical records online find it helps them to manage their medical conditions more effectively and become more involved in their care.

**Consent**

You will need two forms of identification; one photo ID i.e. Passport or Driving Licence and one to confirm your address i.e. Bank Statement/Driving License. Your practice will give you the information about what is available to view and ask you to complete and sign a consent form.

You will be given log on 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.

**Note** any information about you that the practice holds is subject to the regulations in the Data Protection Act 1998. The consent agreement is between you and the practice.

**Security**

Patient Record Access has the same level security as online banking. The information you view comes from the clinical system at your GP practice, this information is encrypted and sent securely from the GP system to your PC web browser, this means it is very difficult for anyone else to intercept and read the information. When you log off Patient Access or if there is a problem with your computer (e.g. a power failure), all your confidential medical information is cleared from the system.

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 you contact the practice so 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.

**Misfiled information and/or Errors**

All attempts are made to ensure your medical records are correct, however if you find any information which has been misfiled or find any errors, please contact the surgery as soon as possible.

**Important** if you do not want to register for the online service this will not affect your treatment or your relationship with your practice in any way, you can still use all the practice services exactly the same as before, it will not affect the quality of your care.

*The practice has the right to remove online access to services for anyone that doesn’t use them responsibly*