

Patient Online: Records Access

Patient information leaflet 'It's your choice'

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 look at your medical record online. You can continue to use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday, business or family trips. 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.

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 authorised should see it, then you should change your password immediately

If you cannot 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 to services for anyone that does not use them 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.

Patient Access Online: Registration form

Access to Parkside Group Practice online services

Surname	
First Name	
Date of Birth	
Address	
Postcode	
Email address	
Telephone Number	
Mobile Number	
Are you currently registered online for Patient Access? Yes <input type="checkbox"/> No <input type="checkbox"/>	

I wish to have access to the following (tick all that apply):

1. Booking & cancelling appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record	<input type="checkbox"/>
<p>Please note that access to your medical record will take approximately one month to approve and activate. For new patients, access to medical records will not be available until your medical notes have been received from your previous surgery.</p>	

Application for online access to my medical record

I wish to access my medical record online and understand and agree with each statement (please tick):

1. I have read and understood the information provided on the back of this form.	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download.	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk and the practice will not be held responsible.	<input type="checkbox"/>
4. I will contact the practice if I suspect that my medical record has been accessed by someone without my agreement.	<input type="checkbox"/>
5. If I see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice.	<input type="checkbox"/>
Signature:	

For practice use only

Name of verifier:	Signature of verifier:	Photo ID seen: <input type="checkbox"/>	Date:
Name of authorising doctor:	Signature of authorising doctor:		Date:
Date PIN printed:			