

Patient Online

What is Patient Online?

Patient online is the name given to enabling patients to access parts of their GP medical record online. You can ask for one of two levels of access:

Basic Access

- Book blood tests and some practice appointments
- Request repeat medication
- View your medications and allergies

Enhanced Access

In addition to the Basic Access, you can view the following parts of your medical record:

- Immunisations
- Results of tests
- Values and measurements that are on your record such as blood pressure
- Diagnoses of any conditions you may have
- Other information that has been “coded” on your record
- You won't see letters and any wording that has been included in your record other than that listed above.

Why should I use Patient Online services?

- You can book and cancel appointments with your doctor online, when it suits you. The surgery will decide which appointments can be booked online.
- Some patients have found that they save money and time as they don't need to make a special trip to their surgery to order repeat prescriptions.
- You can look at your online records whenever you want, from the comfort of your home or even when on holiday, and find answers to questions you may have without ringing your doctor.
- Having access to your GP online record helps you to be more in control of your health and well-being.
- People who have long term conditions, for example diabetes, hypertension or coronary heart disease, have found that looking at their test results online helps them make positive changes to improve their health. They can see if their condition is improving or getting worse by looking at past test results.

How can I request access to my online record?

Patients who want either of the two levels of access will need to complete the form and bring it to Reception with the ID noted on the form. If you only need Basic Access, you will be given a document which will enable you to set up an online account. If you want Enhanced Access, Basic Access will be provided straight away and your request for Enhanced Access will need to go to your doctor to approve, and this may take up to two weeks.

The surgery can refuse or withdraw access to records if they think it is not in your best interests to use GP online services. If this happens, they will discuss their reasons with you.

How can I make sure no one else can see the information in my GP online record?

Only you, and anyone you give your access information to, will be able to see your online record. When you sign up for GP online services, you will be given a secure username and a password. These

details are unique to you and, along with your personal information, will not be shared with anybody else unless you do so.

Where is my information kept?

Your information is kept within the computer system the GP surgery uses. In many cases, older information will be held in paper records. When you use GP online services you will only be able to see the information the surgery holds about you on their computer system. If you wish to see the information in your paper records, the surgery will be able to advise you.

If I don't have a computer, tablet or smart phone what will it mean for me?

Online services are an extra option for those who wish to use them and will not replace other ways of contacting the surgery such as by phone or in person. By freeing up phone lines and reducing the need for people to visit in person, some GP surgeries have found that patients who do not have a computer find it easier and quicker to contact their GP surgery.

Is there any help in getting started on the internet?

There are a number of different services for people who want to use the internet. Many are provided by local authorities, colleges and charities. The best place to start would be your local library. NHS England is also working with the Tinder Foundation to support people who want to make better use of the health information that is available on the internet. You can find out more at: www.tinderfoundation.org/what-we-do/uk-online-centres.

What is the minimum age to start using online services?

Once a young person reaches the age of 16, they are considered able to understand how to use GP online services and will in most cases be given access. If the surgery has any concerns, they will discuss these with the young person.

Do I have to use GP Online services?

No, you can choose not to use GP online services. You can still ring or go to the surgery in person like you do now.

Which appointments will I be able to book online?

Not all appointments can be booked online. If you are already registered for online services, you will see which appointments are available to book online. In most cases, if you require an emergency appointment, you will need to ring the surgery.

Where can I see my record from?

You will be able to see your information on your computer or smartphone from anywhere in the world that you can obtain internet access.

Things to think about before you apply for enhanced access:

1. **Forgotten History** – Is there may be something you have forgotten about that could cause distress?
2. **Abnormal Results/Bad News** - you may see this before you have spoken to the doctor, or while the surgery is closed and you cannot contact them.
3. **Coercion** - if you think you will be pressured into revealing details from within your record to someone else, against your will, please reconsider using this service.
4. **Understanding** – you may not understand something in your record that you think is important or you think may be incorrect. If so contact Reception initially.

Elmwood Medical Centre Patient Online Access Request

I request Basic/Enhanced* access to my medical record

Name:

Date of Birth:

Address:

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Email address:

(If you're requesting Enhanced access, once access is approved we'll send a confirmation to this email address)

Signature:

Date:

You must bring two forms of ID, one with a photograph of yourself (e.g. passport or driving licence) and one recent utility bill with your address.

*Delete as appropriate

For Practice use

Date Received

ID provided:

Basic access provided: