

Chilwell Valley and Meadows Medical Practice

Patient Online Services Information for Patients

Patient Online Services

Like all other general practices in the NHS we offer patients a variety of services accessible via the internet. We hope that this will make things easier for you and will help us to provide a more efficient service.

If you wish, subject to certain conditions, you can now use the internet to:

- book appointments with a GP,
- request repeat prescriptions for any medications that you take regularly, and
- view elements of your medical record online

You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Booking appointments online

Access to the online booking system means that you can make a routine appointment with a GP at any time, even if the surgery is closed. You can choose the time and date of an appointment as well as the GP that you wish to see. When accessing the system you will see the same selection of appointment slots that would be offered if you were to phone the surgery.

At present you cannot book urgent (same day) appointments or nurse appointments online.

Requesting repeat prescriptions online

Using the online prescription service you can order repeat prescriptions for medication that you take regularly where this has been authorised by your GP. You will see the list of medication that is available to you and can then select the one(s) that you need. You can also add a message for the practice if required. You then either collect the prescription from the surgery or, if you have an arrangement with a local pharmacy, you can collect the medication directly from them.

The online system avoids the need for you to visit the surgery in person to deliver the repeat prescription slip, or to phone the surgery to make the request. However, a request for a repeat prescription online may be declined if you are overdue an appointment to review your medication or if you are requesting the medication more frequently than expected.

Viewing your medical record online

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

You will have access to the following parts of your general practice medical record:

- Medications and allergies
- Immunisations
- Consultation and problem summaries

You will not have access to your hospital records.

Although accessing your medical record can have several advantages it is also worth considering potential drawbacks:

- **Misunderstanding:** Medical records are written by healthcare professionals to ensure that you receive the best possible medical care. They are not written specifically for patients. As such they will sometimes contain medical jargon, technical terminology, or generic terms that may be misinterpreted or misunderstood. The practice will be happy to help explain anything that you believe is incorrect or causes concern.
- **Upsetting information:** There may be something you have forgotten about in your record that you might find upsetting. You may see test results or other information that is distressing before your GP has had the opportunity to discuss or explain things to you.
- **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.

How to register for online access

You will need to complete an application form to request online access. You can select the particular services that you wish to access.

Because your medical records are highly confidential and may contain sensitive information we may need to verify your identity before you are granted access. This means that you must make your application in person at the surgery. All applications are then reviewed to try to ensure that there is no reason that you should not be allowed access (such as rare occasions if your records were to contain distressing information, or if there are concerns that you may have been coerced into requesting access).

The application form requires you to sign a declaration that you have read the information in this leaflet and that you are prepared to agree to the specified terms which include the requirement to keep your login details and password safe and secure.

Once access has been approved you will be given login details and 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. 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.

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 that you contact the practice so that they can remove online access until you are able to reset your password.

The practice has the right to remove online access to services for anyone that fails to use them responsibly.

Accessing online services on behalf of someone else (Proxy access)

If you have a child under the age of 13 then you can apply to have online access to services for them. You may be asked to provide evidence that you have legal responsibility for them.

Young people may occasionally wish certain medical information to be kept confidential, even from their parents. For this reason we automatically turn off access to all online services by parents of all teenagers at the age of 13. A young person aged between 13 and 15 inclusive may apply for online access on their own behalf and such requests will be considered by a GP on a case by case basis.

We will consider requests for online access by a third party in other circumstances, such as by carers of patients with learning disability or dementia. However, we would still expect the patient to agree to this where they are capable of some understanding. We will not grant access to third parties in circumstances where the patient is capable of making decisions and accessing online systems themselves.

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.

Choosing to share your information with someone else

It is 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.

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>

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