

**Patient Online: Records Access**

If you wish to, you can now use the internet to book appointments online, request repeat prescriptions and look at your medical record. You can still use the telephone or call into the surgery for any of these services as well.

Being able to see your medical 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 treatment while on holiday. If you decide not to register for online services, 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.

Once you have completed a registration form and completed identification checks, the practice will issue you with a letter containing a unique ID and pin number with instructions on how to register for a patient access account. You will need to bring to the surgery 2 forms of ID i.e. passport, driving licence, bank or utility bill dated within the last 3 months.

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

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 that you contact the practice so that we can remove online access until you are able to re-set 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.

**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 access to your record online.

**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 others:**

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.

**Coercion:**

If you think that 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.

**Information about Someone Else:**

If you spot something in your 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 Online: Proxy Access**

This is where someone is given access to another person’s medical record. For example:

* A parent or guardian who has legal responsibility for a patient under 11
* A parent or guardian where a patient aged 11-16 has given permission or where the GP has assessed that the patient is not capable of making their own decisions regarding their medical health
* A carer or representative for a patient over the age of 16 where the patient has given consent or the GP has assessed that the patient is not capable of making their own decisions regarding their medical health.

Patients aged over the age of 16 are assumed to have capacity to consent unless there is an indication that they are not.

Young patients aged between 11-16 who are judged as having capacity to consent by their GP may also consent to give proxy access to someone else.

Legitimate reasons for the practice to authorise proxy access without the patients consent include:

* The patient has been assessed as lacking capacity to make a decision to grant proxy access and

-The applicant has lasting power of attorney

The applicant is acting as a Court Appointed Deputy on behalf of the patient, or

-The GP considers it to be in the best interests in accordance with the Mental Capacity ACT 2005 Code of Practice.

* The patient is a child who has been assessed as not competent to make a decision on ranting proxy access.

In order for proxy access to be considered, a “**Consent to Proxy Access to GP Online Services”** form must be completed. These are available from reception or to download on the practice website. [www.cheadlemedical.co.uk](http://www.cheadlemedical.co.uk). Where both parties are over the age of 11, both the patient (or GP if the patient does not have capacity) and their representative(s) will need to sign the form.

The proxy does not need to be registered at the practice and must always use their own log in credentials.

**Parents and Children:** Please be aware that a parent’s proxy access to a child’s online record ceases automatically when they reach the age of 11.

Once the child reaches 11, if they wish to have access to their own record, they may apply to do so.

Their GP will need to confirm that they are deemed ‘competent’ to do this, for which there are stringent standards in medical law.

Proxy access to the child’s record can be reinstated by completing a **Consent to Proxy Access to GP Online Services (Children between 11-16)** form which **MUST** be signed by the child. Again, their GP will need to confirm that they are deemed ‘competent’ to do this, for which there are stringent standards in medical law.

From 11-16, a parent with proxy access will be able to manage certain elements of the young person’s record such as demographic data, make appointments or order repeat prescriptions, but they will not be able to see the young person’s medical record.

At the age of 16, the remaining proxy access will be switched off, except where the young person is competent and has given explicit consent to the practice for this to continue.