

Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some 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.

How to register

Ask at reception for an application form or download one from our website.

You will need to provide photo ID (passport or drivers licence) and proof of address.

Please note, parents of children aged 13 years or over cannot register to access their child's record without the express

consent of the child. Access for the child will be suspended when they reach 16 years and the young person will need to re-register themselves.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet 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>

Or access the link via our website.

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

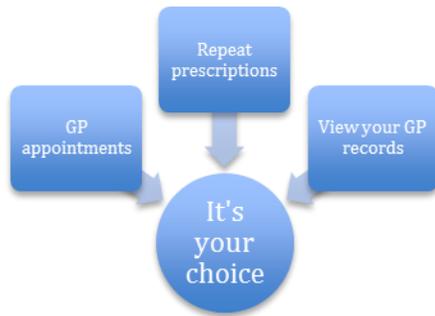
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Patient Information Leaflet
Patient Online: Records
Access
“It's your choice”



You can now use the internet to view your medical record online as well as book appointments with a GP or request repeat prescriptions for medications that you take regularly.

Being able to see aspects of your medical record online might help you to manage your medical conditions.

If you choose to register you will be given login details, so you will need to think of a password that 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. You can choose to cancel the service at any time.

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 are unable to do this, contact the practice as soon as possible so that we can block 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 safe and secure. If you are at all worried about keeping printed copied safe, we recommend that you do not make copies at all.

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, 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.