**SGMC and CMC Proxy Access Guide (Jul 19)**

**Proxy Access Information.**

If the patient is unable to manage their account themselves, proxy access is now available (e.g. parents and carers may have access to a patient’s record on their behalf).  People requesting access to their child or person they care for, will need to produce ID and have a valid legal basis for requesting access.

For children there are two points when the proxy access will need to be reviewed.  When the patient reaches the age of 11 the account will be restricted and the practice will decide if proxy access can still be given or if the child is competent to manage their own account.  Emails will be sent to the proxy access holder to remind them of the restrictions.  At 16, the proxy access will be turned off and the patient will need to apply for their own access. Proxy access can be stopped at any time if the practice decides that it is in the best interest of the child/patient that they manage their own account. If you request proxy access for a patient who is between 11 and 16 please make sure they are aware that you have access.  In some instances, we may ask the child to confirm that they consent to your having proxy access.

We are currently limiting access to appointment booking, repeat prescription requests, medication, allergies and immunisations.

**How to register for Proxy access**

The updated registration form is available here. Please fill in the details for the patient you wish to have proxy access for and details of who will have the proxy access. If you already have an online services account with us you will automatically have access to the proxy access account. If you don’t already have an online services account you will be emailed registration details to create an account.

**How to access the proxy account in Patient Access**

When you are logged into your account, click on the arrow next to your name in the top right hand corner. Select linked users and click switch next to the name of the patient you wish to view. You will need to log in again if you wish to switch back.

**How to sign-up**

For more information, please email Patient Services contact reception or next time you visit the surgery, bring with you a piece of photo ID (passport, driving licence) and something with your address on like a bank statement but not a gas or electric bill. If you don’t have these, please talk to us and we will help you sign-up.  For more information, please go to the New Patients Section.

**Registration Document Emails**.  A copy of your registration document will be emailed to you once your application has been processes.  It will be addressed from @myhealthcareprovider.com.  If you have not received this within 7 days of your request, please check your junk / spam folder as it may be there.  If it it not there, please let us know and we can provide the details in an alternative format.