

# Stoke Gifford & Conygre Medical Centres

## Stoke Gifford and Conygre Medical Centres Application for online access to my medical record

Surname	Date of birth
First name	
Name of person requesting <b>Proxy Access (if applicable)</b>	
DOB	Relationship to Patient
Address	
Postcode	
Email address (we will send login details to this account)	
Telephone number	Mobile number

I wish to have access to the following online services (please tick all that apply):

A. Booking appointments	<input type="checkbox"/>
B. Requesting repeat prescriptions	<input type="checkbox"/>
C. Accessing my medical record (may be limited if proxy access)	<input type="checkbox"/>

I wish to access my medical record online and understand and agree with each statement (tick)

1. I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>

Signature	Date
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If patient is over 11 years old and Proxy Access is requested patient must sign below.

Signature	Date
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Note: We will need to see two forms of documentation as evidence of identity and one of these must contain a photo. Acceptable documents include passports, photo driving licences and bank statements, but not bills. Please also allow 5 working days for the Practice to assess and process this request. (ID will be required for those requesting Proxy Access)

### For practice use only

Patient NHS number		Practice computer ID number	
Identity verified by (initials)	Date	<b>PROXY ACCESS DETAILS:</b> Does requester have right to request proxy access?  Does the clinical record flag any concerns?	
Authorised by Usual Doctor for access to medical records. (Please send to scanning)		Method  Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>	
Date			
Date account created			
Date passphrase sent			
Level of record access enabled Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/>		All <input type="checkbox"/> Limited parts <input type="checkbox"/> Contractual minimum <input type="checkbox"/>	
		Notes / explanation	

# Stoke Gifford & Conygre Medical Centres

## Stoke Gifford and Conygre Medical Centre Patient information - Online Services & Records Access.

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. **Under 18s will only be able to access the repeat prescribing and appointment booking service.**

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, 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.

Having verified your identity, you will be given login details, so 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.

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 reset 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.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly or where this access is not considered to be in your best interests. We can also refuse access if we are unable to verify your identity. (Please see note on application form).

Before you apply for online access to your record, there are some other things to consider. You will be asked that you have read and understood the following before you are given login details:

**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 or letters, you may see something that you find upsetting to you. The practice will only enable results and letters for viewing once checked by GP or designated professional. The GPs will check results during surgery hours and call patients prior to this information being accessible to patients. Please try not to be concerned about all abnormal results. More information about interpreting test results can be found at <http://labtestsonline.org.uk/>. It is our policy that GPs will contact you when test results require this.

**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 and you should check the content of your records prior to sharing them.

**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.

**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 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.

**More information.** For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet at <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>