

CARLTON GROUP PRACTICE

Online Services (including access to records)

You can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at a summary of your medical record online or a more detailed coded version (known as a detailed coded record or DCR).

Patients wanting access to a more detailed coded record (DCR), must apply through SystemOnline after your initial application. This will require further identification and is subject to authorisation. All applications will be considered within the practice and granted if deemed appropriate within 21 days. This is a guide only as in some circumstances this may take longer.

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.

You will be sent your login username and password details, 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.

Proxy access

You may choose to give access to someone else, a proxy, by sharing your login details, but you should first give careful consideration to the issues set out here. Your health records that the proxy may have access to may contain sensitive information that you wish to keep confidential. Even prescription records may disclose information about the nature of conditions that you have. Medication information may also reveal something about family members, especially information about conditions with genetic components. It is complete trust in anyone who you allow to have access to your records. **If in doubt, you should not share!**

Security of online access

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 they can remove online access until you are able to reset your password.

Please note – if you forget your login details or password or lock yourself out of SystemOnline (due to 5 failed log in attempts) you will be required to re-apply for access to online services and verify your identity again.

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

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 to confirm that you have read and understood everything.

Unintended access to health record

- You must be aware of the risks of downloading and printing information from the practice and be careful to keep these secure. This means disposing of paper or digital copies safely. 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 have visual difficulties and use an audio electronic reader you need to be careful to avoid being overheard, especially in public places.

Coercion

Online services of all types are vulnerable to coercion. Coercion might result in you sharing information against you will, including login details, medical summary, repeat prescription orders, GP appointment booking details and other private, personal information.

- If someone tries to force or coerce you into sharing your records or login information, you should tell the practice as soon as possible. The practice can suspend or withdraw access rights when coercion is suspected.

Data Quality

It is important that you inform the practice if you see any information in the record that is wrong, out of date or is not about you.

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>

Next steps...

Please complete an application form for online access available from reception or the website at www.carltonstreet.nhs.uk Once you have completed this form you will need to bring this back to the surgery in person with documents to verify your identity. We require two forms of documentation as evidence of identity, one of these must contain a photo and one an address. Acceptable documents include passports, photo driving licences and bank statements, or utility bills. Birth certificates and bus passes are also acceptable.

After this has been completed you will be sent your username and password in the post. If you are a new patient to the practice access and you have ticked to have access to your medical record this will not be available until 3 months after you have registered, as we have to wait to receive your record before a GP can authorise access.

Responsible use of online appointment and prescription services

- Online Appointment systems enable you to book appointment with the GP's only at the present time. Currently only one future appointment is allowed to be booked at any one time, This is to avoid appointments being booked 'just in case'.
- Appointments are available to pre-book up to four weeks in advance . These are standard 10 minute appointment slots for **non urgent** problems.
- Online Telephone appointments slots available are two minutes slots and are **NOT** at the actual time you will be rung back, this could be anytime during that working day (8am – 6pm).
- If you need to request medication early, or request non-repeat prescriptions then you should explain the reason when making your request (preparation for a holiday, perhaps). Please understand that the prescription services must not be used in place of a consultation to obtain a new prescription. Please allow 48 hours for the request to be processed.