

East Norwich Medical Partnership

Patient Information Leaflet - Accessing GP Records Online

Having access to your records online is a great way to get involved in looking after your health. It's natural to want to know what's in your records, and to use the information in them to help you get the best care and feel more in control.

Your records contain personal information, so it's important to keep them safe. You should take the same care with your health and social care records as you do if you use online banking.

From 1st April 2015 practices are obliged to assist access to:

- Booking Appointments
- Requesting Repeat Prescriptions
- Summary Care Record

and from the 1st April 2016 Detailed Coded Data on request.

Please note:

- **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.**
- **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 may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

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>

East Norwich Medical Partnership

APPLICATION FOR ACCESS TO ONLINE SERVICES

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
Telephone number	Mobile number

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

Booking appointments	<input type="checkbox"/>
Requesting repeat prescriptions	<input type="checkbox"/>
Summary Care Record	<input type="checkbox"/>

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

1. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
2. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
3. 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"/>
4. 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
-----------	------

For practice use only

Action	Department	Date	Initials
ID Verification in person	Reception		
Action ID Verification on SystemOne	Reception		
Account created	Reception		
Passphrase sent	Reception		
Scanned onto SystemOne	Reception		