

Access to GP Online Services

Important Information – Please read before completing the form.

If you wish to, you can now use the internet (via computer or mobile app) to book appointments, request repeat prescriptions for any medications you take regularly, and look at your medical records. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

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 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.

During the working day it is sometimes necessary for practice staff to input into your record, for example, to attach a document that has been received, or update your information. Therefore, you will notice admin/reception staff names alongside some of your medical information – this is quite normal.

The definition of a full medical record is all the information that is held in a patient's record; this includes letters, documents, and any free text which has been added by practice staff, usually the GP. The coded record is all the information that is in the record in coded form, such as diagnoses, signs and symptoms (such as coughing, headache etc.) but excludes letters, documents and free text.

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 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. 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.
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.

For further information, please see:

www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/gp-online-services.aspx

Parental Access to a Childs Account:

Patients with parental responsibility for any children under the age of 12 years will be able to access their child's account via your login. When you register for this service you will be issued with one username and password per patient, you will be able to select your child's record when you log in.

Only access to appointments and medication requests will be made available at this time.

Access to SystmOnline for Children:

Due to Patient-Doctor confidentiality, those with parental responsibility of patient aged between 12 and 16 will not be granted access to this service. If already registered, once a child reaches the age of 12, their access to SystmOnline will be automatically removed from the system.

Children over the age of 12 are generally considered to have the capacity to give or withhold consent to release medical information. If the child is considered to be capable, their consent must be given with their GP before any information is given to a third party.

For Practice Use Only:

Identity verified through (tick all that apply)	<input type="checkbox"/> Self Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID <input type="checkbox"/> Proof of residence <input type="checkbox"/> Professional Vouching		
Name of Verifier		Date	

New Patient Registration Form - Online Registration

Name	_____		
Date of Birth	_____		
NHS Number	_____		
Address	_____		
Telephone	_____		
Mobile	_____	SMS Consent	Yes / No
Email Address	_____		

I wish to have online access to: *Please tick all that apply*

- Book appointments
- Request medication
- View my medical record (subject to policy)
- View my Summary Care Record

I wish to access my medical record & understand & agree with each statement: *Please tick all that apply*

- I have read and understood the 'Important Information' section below
- I will be responsible for the security of the information that I see or download
- If I choose to share my information with anyone else, this is at my own risk
- I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement
- If I see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible

If you are completing the form on behalf of someone else.

Signature	
Signature	_____
Relationship to Patient	_____
Name	_____
Date	_____

Please bring photographic proof of your identification, for the process to be completed.

Signature	
Signature	_____
Name	_____
Date	_____