**Online Record Access Information Leaflet for Patients.**

We recommend all patients download the NHS App and manage their health online this way [NHS App and your NHS account - NHS](https://www.nhs.uk/nhs-app/)

You can request repeat prescriptions for any medications you take regularly. You can view previous consultations, your recent test results, vaccinations and view some documents that are made available online via the NHS APP.

The NHS App is continuing to be developed and will bring together other aspects of your healthcare including future appointment in GP and Hospital Care.

 

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 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 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 that you have read and understood the following information before you are given login details.

**Things to consider:**

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| --- |
| **Choosing to share information with someone** It’s up to you whether you share your information with others or not – 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. |
|  **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 more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS:

[pat-guid-protecting-your-records.pdf](https://www.england.nhs.uk/wp-content/uploads/2016/11/pat-guid-protecting-your-records.pdf)

[po-keeping-your-gp-online-records-safe.pdf](https://www.england.nhs.uk/wp-content/uploads/2014/06/po-keeping-your-gp-online-records-safe.pdf)

**Patient Frequently asked Questions**

***What can I see on the NHS APP?***

 The NHS APP will give you the option to:

* Order repeat prescriptions online
* View your medical record and recent consultations
* Vaccination history
* Tests results
* View documents and some referrals
* Diagnosed medical conditions

You will be able to complete these actions using a computer, tablet or smartphone rather than having to phone or visit your practice.

***What are the benefits of using the NHS APP?***

The NHS APP will allow you to access your information at a time that is convenient to you – day or night. It can also mean not having to travel to the surgery; and can free up phone lines for people without access to a computer.

***Why are you using the NHS APP?***

The NHS has consulted with individual patients and patient groups over the last four years. Many patients have said that they want to see their records, want to be more involved in their own care, and wish be involved in deciding on the best way they are treated and cared for. The NHS APP is part of making this happen.

***How can I get access to my medical records via the NHS APP?***

You will need to fill in a short form and bring proof of your identity into your GP surgery so that they can provide you with logon details and with a password. We accept the following forms of ID:

• Photo ID (passport or driving licence)

• Proof of address (bank statement or utility bill)

**Please speak to the Receptionist who will advise you how to do this.**

***How can I be certain that no one else can get access to information from my GP record?***

Only you will be given access to your record.

When you sign-up to the NHS APP, you will be given a secure login and a password. These details are unique to you and, along with your personal information, will not be shared with anybody else unless you choose to let them see it. This is not different to how you would access other online services, for example banking.

***Will my carer be able to see my record?***

If you want your carer to see your record this can usually be set up for you. Please contact your practice to talk about what you need to do.

**Children and young people’s access:**

Parents may request proxy access to their child’s detailed care records until the child reaches the age of 11, when this will automatically cease.

Between their 11th and 16th birthday most children will become competent to make the decision about whether anyone should have proxy access for them.

People aged 16 or above are assumed to be competent to make an independent and informed decision. Parental proxy access may be reinstated if, after discussion with the parent(s) requesting access, the child’s GP believes that proxy access would be in the child’s best interest.

***How will you avoid patients being forced or misled into providing access to their information?***

GPs will look at each request for access to a record and do everything they can to make sure they are genuine and not being made under pressure. Sometimes it is in the patient’s best interests for a relative or carer to have access and this is also something that will be looked at on a case-by-case basis at practice level.

**GPs can refuse or withdraw access to a record if they have concerns.**

***If I don’t have a computer, tablet or smart phone what will it mean for me?***

Online services such as the NHS APP are an extra option for those who wish to use them and will not replace other ways of contacting your practice such as by phone or in person. By freeing up phone lines and reducing the need for people to visit in person, it is hoped that patients who don’t have a computer will find it easier to contact their practice.

***Is there any help in getting started on the internet?***

[NHS App help and support - NHS](https://www.nhs.uk/nhs-app/nhs-app-help-and-support/)