

# Patient Online Access

Currently our surgery offers patients the facility to book appointments and order repeat prescriptions online on our website. NHS England requires us to extend this service to enable patients to view a detailed coded summary of their medical records. This does not include free text, letters, communications and internal messages.

If you wish to register for this new access, or if you are already registered with online access but wish to have the detailed coded summary available on your account added, either request on online under the 'Manage Online Services' section or you will need to see one of our receptionists with the following identification:

Two forms of **VALID** photo identification, for example

- Photograph UK driving licence
- Passport
- Student card
- Disabled badge
- NHS Card

If you only have 1 form of photo identification (listed above) then you will also need to bring:

- Bank statement
- Credit card statement
- Building Society statement
- Mortgage Statement
- P60
- P45

If you have no form of photo identification then we will need to see 2 of the above.

**We are requesting this ID to protect the security, privacy and confidentiality of your medical record. We will then add the appropriate verification code to your medical record to enable this access.**

## Things to consider

### **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.

## **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.](#)