



Patient Information Leaflet Online Access to Medical Records

At Oakenhall Medical Practice we use an electronic system to store medical records. This is called SystmOne. SystmOne offers the opportunity to access the system online to order repeat prescriptions and make appointments.

With effect from 7th March 2016 you will be able to see coded items on your medical records (coded items relate to consultations where specific medical conditions have been recorded). You will also be able to see the medications prescribed, test results and vaccination history. You will not be able to change any details in your medical record – the medical record is view only. You will also not be able to see any data recorded by other services e.g. District Nurses, Health Visitors.

In order to access our system online you will need complete a request for access form (available from reception) or put your request in writing or download and complete the online form available via our website. We will also need to confirm your identity (photographic identification e.g. passport and proof of residency e.g. utility bill). Once we have received your completed access form and viewed the identity documentation in the practice the relevant logon information and passwords will be posted to your home address (the password will then need to be changed on your first log on to the system). We would like to remind you that to ensure security you should keep your password safe.

Access to our online system can be obtained through our website – www.oakenhallmedicalpractice.co.uk, and also via apps for smart phones and tablets. Just search for Systmonline in your app store.

Once you have requested on-line access you should receive the information within 1 month from the date of the initial request.

If you have any queries regarding any of the information contained within your online record you will be issued with a form to complete where the query information can be recorded. This will then be passed to our data quality department for investigation. We anticipate that majority of queries will be resolved within a 14 day period however some may take longer. Under these circumstances you will be kept updated on the status of your query.

Proxy Access to Children's On Line Records Aged 0 to 13 years

Parents or the registered carers of children (with the permission of the children's parents or those granted legal guardianship) are able to also have access to their children's records and this will be linked to the parent's online account. The Parent/guardian will need to confirm parental responsibility - which in majority of cases will be the viewing of the child's birth certificate.

There are however strict guidelines relating to children's medical records and from age 11 online access will automatically stop. This is to ensure that children have the opportunity to access medical help with the knowledge that this will be confidential.

If you have a child over the age of 11 and would like access to their online medical records they must be present when this is requested and freely give consent. If consent is granted then the access date will be extended to the child's 13th birthday when it will then automatically stop.

The guidelines that we follow in relating to children are called Gillick Competence and Fraser Guidelines. Information relating specifically to these guidelines can found below.

Access for People Aged 13 years and over.

An individual age 13 years and over may grant online access to another person – this is called proxy access, providing the patient is mentally competent to grant access. If there is a lack of mental capacity then access will only be given if a Enduring Power of Attorney, Lasting Power of Attorney stating health and welfare capacity or a Court Appointed Deputy has been granted . You can obtain more information regarding this issue by visiting: <http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/lasting-power-of-attorney.aspx>.

Background information

In UK law, a person's 18 birthday draws the line between childhood and adulthood (Children Act 1989 s105) - so in health care matters, an 18 year old enjoys as much autonomy as any other adult. To a more limited extent, 16 and 17 year-olds can also take medical decisions independently of their parents. The right of younger children to provide independent consent is proportionate to their competence - a child's age alone is clearly an unreliable predictor of his or her competence to make decisions.

Gillick competence

The 'Gillick Test' helps clinicians to identify children aged under 16 who have the legal capacity to consent to medical examination and treatment. They must be able to demonstrate sufficient maturity and intelligence to understand the nature and implications of the proposed treatment, including the risks and alternative courses of actions.

In 1983, a judgment in the High Court laid down criteria for establishing whether a child had the capacity to provide valid consent to treatment in specified circumstances, irrespective of their age. Two years later, these criteria were approved in the House of Lords and became widely acknowledged as the Gillick test. The Gillick Test was named after a mother who had challenged health service guidance that would have allowed her daughters aged under 16 to receive confidential contraceptive advice without her knowledge.

Fraser guidelines

As one of the Law Lords responsible for the Gillick judgment, Lord Fraser specifically addressed the dilemma of providing contraceptive advice to girls without the knowledge of their parents. He was particularly concerned with the welfare of girls who would not abstain from intercourse whether they were given contraception or not. The summary of his judgment referring to the provision of contraceptive advice was presented as the 'Fraser guidelines'. Fraser guidelines are narrower than Gillick competencies and relate specifically contraception.

THINGS TO CONSIDER.....

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 information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep 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.
- **Printing Information:** You are responsible for any information that you download and print.
- **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.
- **Data recorded by other services:** You will not be able to see data recorded by other services e.g. community teams – Health Visitors, District Nurses etc.

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>