Application Form for Access to GP Online Services for persons aged 13 years and over

Surname	
First Name	
Date of Birth	
Address	
Postcode	
Email Address	
Telephone Number	
Mobile Number	

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

Booking Appointments	☐
Requesting Repeat Prescriptions	☐
Accessing Test Results, Immunisations and Problems.	☐

Application for online access to my medical record

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

I have read and understood the information on the reverse of this form	☐
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 is not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible	☐

Signature		Date	

Identity Verified Through (Tick all that apply)	Vouching ☐ Vouching with information in record ☐ Photo ID ☐ Proof of Residence ☐ Patients NHS Number:	Name of Verifier	Date
Staff Name Authorising access			Date

Important Information – Please read before returning this form.

If you wish, you can now use the internet/mobile phone to book appointments with a GP, request repeat prescriptions for any medications you take regularly, look at your test results, immunisations and medical records all online. Also, you can still call the surgery for any queries regarding the above services. 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 for any reason you cannot do this, we recommend that you contact the practice so that they can remove your online access until you are able to reset your password.

If you print out any information from your records, it will be your responsibility to keep this safe and secure. If you are at all worried about keeping printed copies safe and secure, we recommend that you do not make copies at all.

Before you apply for online access to your record, there are some other things to consider

- Although the chances of any of the following happening are very small, you will be asked if you have read and understood the following before you are given login details from our staff members.
- 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.

Further Information

For more information about keeping your healthcare records safe and secure please visit our website: **www.oakenhallmedicalpractice.co.uk**

You may find the following leaflet helpful; this has been 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

How to apply for online services.

In order to access our system online you will need complete a request for access form, put your request in writing or download and complete the online form available via our website on the "online Services" web page. We will also need to confirm your identity (photographic identification e.g. passport AND proof of residency e.g. utility bill). Please bring these with you to the practice in order for the receptionist to process your request.

Once you have requested on-line access the practice aims to process your request, as soon as reasonably possible, otherwise you should receive the information within 1 month from the date of the initial request.

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.

If you have any queries regarding any of the information contained within your online record you, please detail your query in writing and 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.