



Accessing GP Records Online Patient Information Leaflet

Chew Medical Practice has enabled patients to request repeat prescriptions and book appointments online for several years.

From March 2016 you may ask for access to key parts of your medical record, including a list of significant problems, test results, immunisations and allergies. You will not at the moment be able to see the written consultation notes from your doctor or nurse.

In order to give you safe access to this detailed information, there are some extra considerations as outlined in this leaflet. You will be asked to confirm that you have read and understood this leaflet before consenting and applying to access your records online. The practice will also need to check your identity to make sure that we keep your medical records safe and confidential to you.

You should 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, you may see something that you find upsetting. This may occur before your doctor has spoken to you or while the surgery is closed and you cannot contact them.

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.

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.

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.

Please note:

- It will be your responsibility to keep your login details and password safe and secure. If your record has been accessed by someone without your agreement, then you should change your password immediately or contact the practice so that we can remove online access until you are able to reset your password.
- If you print out any information from your record, it is 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 may not be able to offer full online access if there are concerns that it could cause harm to your physical or mental health or where there is reference to third parties.
- The practice has the right to remove online access from anyone who doesn't use the services responsibly.
- The practice will take all reasonable steps to ensure that access to your medical record is available at all times, but there may be times when technical problems make this impossible.

More information

For more information about keeping your healthcare records safe, 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>