

Access to GP Record Online

Wouldn't it be great if you could look at your GP records online?

Well, you can! You can also book and cancel appointments at your GP surgery and order repeat prescriptions online.

Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app.

If you would like to start using online services, see the 'Getting Started with GP Online Services' guide for more information. Information on how to get started is also available online at: <https://www.nhs.uk/nhs-services/gps/online-health-and-prescription-services/> or from your surgery or on their website.

What's in it for you?

You can look at your records whenever you choose to, without needing to print them. Online records are up to date and more secure than a printed paper record which could get lost or seen by others.

People who have long term conditions, for example diabetes, hypertension or coronary heart disease, have found that looking at their test results online helps them make positive changes to improve their health. They can see if their condition is improving or getting worse by looking at past test results.

You can look at your medical records before your appointment to see if there is anything you need to discuss with your doctor or nurse. This could be your test results, illnesses you have had in the past or any new information added to your records. This would help you discuss any concerns you may have and help you benefit more from your appointment.

Sometimes when you see your doctor, you are given a lot of information and might not be able to remember it later. You may also want further information once you have had time to think about what was said. You can look at your online records after your appointment to make sure you understood what your doctor or nurse said.

One of the most useful things patients have found is that you can make sure your medical information is accurate. For example, you will be able to let your doctor know if you have an allergy to a medicine and it is not recorded.

Before you go on holiday, you can check if your vaccinations are up to date without having to go to your surgery

Understanding your records

Your records are written to help medical people look after you and so in some cases, you may not understand everything you see. If you find anything difficult to understand, as well as talking to your doctor or nurse, you can go to the NHS Choices website. NHS Choices is the NHS website for patients so you can look for information on illnesses, improving health and to find NHS services in your local area.

Other websites frequently used to search for information on illnesses and test results are Patient – www.patient.info and Lab Test Online UK – www.labtestsonline.org.uk Although these are not owned or checked by the NHS, other patients have found them useful.

A few things to think about

There are a few things you need to think about before registering for online records.

- On very rare occasions your GP may not think it in your best interest for you to look at your GP records online. If this happens, your GP will discuss their reasons with you. It is up to your GP to decide if you should be allowed access to your online record.
- You may see your test results before your doctor has spoken to you about them. This may be when you cannot contact your surgery, or when your surgery is closed. This means you will need to wait until an appointment is available to talk to your doctor.
- Information in your medical records might need correcting. If you find something you think is not correct, you should contact your surgery. The staff will be able to answer your questions and set things right when needed. Please bear in mind that you cannot change the record yourself.
- There may be information in your medical records that you did not know was there or that you had forgotten about, such as an illness or an upsetting incident. If you see anything you did not know about that worries you, please speak to your surgery and they will discuss this with you.

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.

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.

If you see someone else's information in your record, please log out immediately and let your surgery know as soon as possible.

Prospective access will allow you to view your medical record from the date you register for access onwards or the date that you join a GP practice. Please be aware that if you have a consultation about an existing problem, or something that you have consulted about previously, this will show up on your record.

If you have questions about any of the above points, please talk to your surgery and they will be able to advise you further.

Application for online access to my medical record

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

1. Booking Appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my prospective coded medical records, including laboratory results, immunisations, medications and consultations.	<input type="checkbox"/>

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

1. I have read and understood the information leaflet (attached).	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download.	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk.	<input type="checkbox"/>
4. If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible.	<input type="checkbox"/>
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible.	<input type="checkbox"/>
6. If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible.	<input type="checkbox"/>

Signature	Date:
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Present this completed form in person to one of our receptionists who will verify your ID and print off your username/s and password/s.

For practice use only

Patient NHS number		Practice computer ID number	
Identity verified by (initials)	Date	Method <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence	
Authorised by		Date	
Date account created			
Date passphrase sent			
Level of record access enabled <input type="checkbox"/> All <input type="checkbox"/> Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> Detailed coded record <input type="checkbox"/> Limited parts		Notes / explanation	