

# Holmes Chapel Health Centre

## Patient Facing (Online Services) Patient Information Leaflet

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

**The practice has the right to remove online access to services. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. This may occur if someone else is forcing you to give them access to your record or if the record may contain something that may be upsetting or harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible.**



**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 you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.**

**If you print out any information from your record, it is also 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 information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.**

**Be careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.**

## 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.

### 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. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them. If this happens please contact your surgery as soon as possible. The practice may set your record so that certain details are not displayed online. For example, they may do this with test results that you might find worrying until they have had an opportunity to discuss the information with you.

#### 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

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

## Holmes Chapel Health Centre

### Request for detailed access to Patient Facing (Online) Services

- Patients who already have access to the Holmes Chapel Health Centre's Patient Facing (Online) Services can request additional access enabling the patient to view their clinical problems and clinical consultations online.
- Prior to enabling this access the Health Centre is required under NHS guidelines to review in detail the patient's medical record. Due to varying demand and prioritisation of NHS work, patients may encounter a delay in the completion of their request and the Health Centre cannot provide timescales for the completion of this work. This is in line with the NHS guidance provided to GP Practices.
- Patients are asked to check via their Patient Facing (Online) Service after two weeks to see if access has been granted. If access has not been granted please recheck on a weekly basis.

#### Section 1 – to be completed by the patient

Name:	
Date of birth:	
Address:	
<p>I wish to have detailed access to my medical online and I understand and agree with each statements listed below:</p> <ol style="list-style-type: none"> <li>1. I have read and understood the patient information leaflet available from the Health Centre reception and website.</li> <li>2. I will be responsible for the security of the information that I see or download.</li> <li>3. If I choose to share my information with anyone else, this is at my own risk.</li> <li>4. If I suspect that my account has been accessed by someone without my agreement, I will contact the Health Centre as soon as possible.</li> <li>5. If I see information in my record that is not about me or is inaccurate, I will contact the Health Centre as soon as possible.</li> <li>6. If I think that I may come under pressure to give access to someone else unwillingly, I will contact the Health Centre as soon as possible.</li> </ol>	
Signature:	or parent's signature for patients aged 0-10
Date:	

#### Section 2 – to be completed by the Health Centre

Check that patient is registered for Patient Facing (Online) Services	
Patient record reviewed by Medical Secretary / GP	
Patient's EMIS Registration settings updated	
'Provision of access to Patient Facing Service' Read code as a Minor Health Admin Problem	
Completed By:	
Date:	

Completed form to be scanned into patient's record.