

28. Existing Patients – Online Services Application - access to Detailed Medical Records

If you are already using our **Core Online Services**, you will know that you can:

1. book and cancel **non-urgent appointments**
2. request **repeat prescriptions**
3. see a **summary medical record** about your current medication, allergies and immunisations
4. update your **personal details**

You can now add to these online services by asking to access, 5. **detailed medical record** - this is called the **detailed coded medical record**. This will give you access to test results, details of your consultations and medical history, including current and past medication. What you need to do to access the online service is explained below. You may also wish to refer to the NHS leaflet Your GP record – a Patient Guide

(This is not the same as asking for a printed copy of your full medical record. You can still ask for this but it is a chargeable service).

Children 16 years and over must provide their own consent for both core and detailed medical records.)

If you would like to be able to see your detailed coded medical record online, we need to make sure that you understand what will happen, before agreeing to the terms and conditions of access.

If you are to apply for access here are some points 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 else	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 it would be helpful to you, you can ask the practice to provide another set of login details to your Online services for another person to act on your behalf, a proxy form is available for this. They would be able to book appointments or order repeat prescriptions. They may be able to see your record to help with your healthcare if you wish. Tell your practice what access you would like them to have.
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.

What to do next

If you would like to apply for access, please bring to the medical centre:

- page 3 of this form completed but not signed
- photo ID (required for data confidentiality conditions)

What we then do

- In the medical centre, we shall check your ID and ask you to sign the form in our presence which confirms that you are allowing us to change your online access so that you can see your detailed coded medical record online
- Your GP will then decide which parts of your detailed coded medical record you can see online
- You will be contacted if we have not been able to consent for you to see your detailed coded medical record online
- If you **already have access** to core online services, your record will be updated within 14 working days and you will have access next time you log on.
- If you **don't already have access** to core online services, you will be sent your online ID and password within 14 working days enabling you to complete your registration online and you will then have access when you log on. (You will also automatically have access to the core online services as described on page 1, even if you had not hitherto applied for these). The easiest way to complete registration online is to go to our website and click '**about our patients**' and then '**medical records**'.

PATIENT DECLARATION (please complete ALL sections in BLOCK CAPITALS)			
Surname		First name	
Date of Birth		Children 16 years and over must provide their own consent	
I already have an Online ID & PASSWORD (for core online services)		Yes/No	
<ul style="list-style-type: none"> I agree to St Andrews Medical Centre (SAMC) giving me access to my detailed coded medical record online I have been given information about the detailed coded medical record which I have read and understood – ‘What you need to know about your GP online records’ I understand that if I do not use the online services correctly that access can be stopped. If I see information that is not about me, I will let SAMC know the details as soon as I can I agree that I have to keep my username and password safe. I also have to keep safe any details I might print from my coded medical record I understand that my GP will decide if I can access my detailed coded medical record, with my best interests in mind I will be told if SAMC decide to stop the service SAMC will record information as accurately as possible, but there may be information that I do not feel is correct <ul style="list-style-type: none"> If I notice anything that is not correct, any errors or anything missing from my coded medical record, I will write to my GP as soon as possible and let them know the details I understand that I may see information on my record that I did not know about or have forgotten about that could cause me some distress 			
YOUR AUTHORISATION (to be signed at reception by patient)			
Signature		Date (dd/mm/yy)	

- Please retain one copy of the form for your information
- Please remember to keep all your ID and Password details secure when these are sent to you
- If you think your ID and Password details may have been shared without your consent with someone, you should reset them straight away.

If you have any queries or concerns about, or wish to withdraw from the service please speak to our Practice Manager.

SAMC use only			
Patient NHS no			
ID presented (circle): Passport/Driving licence/ Bus pass/ other state:			
ID verified by		Date:	
GP authorised by		Date:	
GP comments if any			
Computer ID no		Date on system:	Date ID sent to patient: