

The Quarter Jack Surgery

Online Services Records Access

Patient information leaflet 'It's your choice'

If you wish to, you can now use the internet to book appointments, request repeat prescriptions for any medications you take regularly and look at your medical record online. If you prefer, you can also continue to access these services as you have been doing - it's your choice.

Being able to see your record online might help you to manage your medical conditions. You can currently access it from anywhere in the UK and may in the future be able to access it from anywhere in the world. 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 need to attend Reception with 2 forms of ID, one of them being photographic and one confirming the address you are registered at. 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. If you forget your login details you will need to attend again with your ID.

If you provide an email address, we will send you an email whenever your account is accessed.

The practice has the right to remove online access to services for anyone who doesn't use them responsibly or decline online access, for example, if coercion is suspected.

Appointments currently available via online services are:

- Nurse Practitioner with Lesley, Dawn or Anna (please see 'Who do I see' on the home page of our website www.quarterjacksurgery.co.uk to check if the Nurse Practitioner can help with your problem).

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.

Online services are available for patients aged 16+. Parental Access is not available. Proxy Access available in certain circumstances.

The patient continues to have the right to submit a Subject Access Request. (See separate leaflet How to Access Your Health Records and Patient Consent Form.)

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

Basic Record The basic 'summary record' includes booking appointments, viewing future and past appointments, viewing allergies and sensitivities, viewing acute medication (issued in the last 12 months), viewing current and past repeat medication and requesting repeat prescriptions.

The Detailed Coded Record and Full Clinical record are not currently available at QJS.

Forgotten history There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news The detailed coded record (not yet available) includes access to test results and 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 us.

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. We highly recommend that you check your record before allowing another person access.

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.

Keeping your record accurate If you spot something in the record that appears to be an error, please log out of the system immediately and contact the practice as soon as possible.

Third Party Information Third party information is not shared via Online Services.

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>