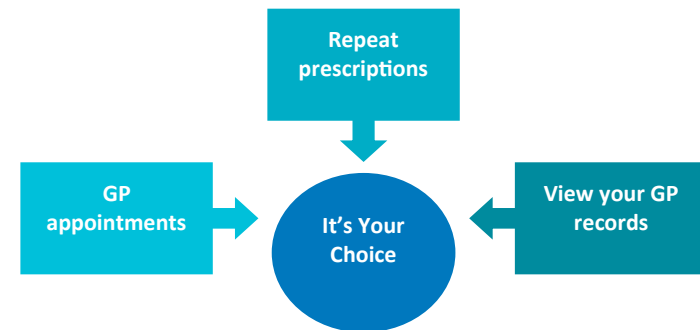




Langport Surgery

Modern Medicine with traditional values provided by a professional, caring team



A Guide to Online Services via Patient Access

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WWW.langportsurgery.co.uk

Telephone lines are open 8.00-6.30pm Monday - Friday



Before you can register for online access to your medical records you MUST read through this leaflet and ensure that you fully understand the risks and benefits of using online access. Please ask any questions that you may have before registering.

What is Patient Access?

Patient Access is an online service to enable you to :

- Book Appointments
- Order Repeat Medication
- View parts of your Medical Record

Advantages of Using Patient Access

Langport Surgery is committed to enabling patients to manage their healthcare more easily and believe that this service can assist patients in managing their medical conditions more effectively and become more involved in their care.

This service may also be particularly useful for patients who have busy lifestyles, working patterns or have mobility problems as it will allow you to book/cancel appointment and order repeat medication at anytime of the day.

How to register for appointments, medication and allergies only

You will need to bring **2 forms of ID** to reception—one of which should be photographic.

How will I access my medical records and is it secure?

Much the same as online banking, Patient Access will be accessed by a user name and password security system. It is therefore vital that you do not share your details with anyone and that you inform the surgery as soon as possible if you think the security of your account has been compromised.

- Passwords should **NEVER** be shared
- Passwords should be easy to remember but should not be based on something that is easy for someone to guess, such as birthdays or children/pets names

How to register for access to your Detailed Coded Record

You will need to complete an application form for online access, which is available from reception and bring it in to the surgery along with **2 forms of ID**.

There are two application forms. One for Detailed Coded Records (additional coded data, for example test requests) and one for proxy access.

There is a strict ID verification process because we have a statutory responsibility to protect your data.

What are acceptable forms of ID?

Two separate forms of ID are required, one of which **must** be photographic.

Passport, valid driving licences and bank statements will be accepted. **If you do not have 2 forms of ID then you may be asked to answer questions that only you would know about your medical record.**

Getting started

You will be given log in details and instructions on how to log in to Patient Access where you will be asked to set up a password. Please see the information in this booklet about accessing your information and keeping passwords secure.

Security of Online Access

It is your responsibility to keep your information secure.

Langport Surgery does not administer the EMIS Patient Access website and therefore has no control over periods where the website may not be operating.

Why has the surgery denied my Patient Access request?

Langport Surgery will only deny patient access if we are unable to verify your identification or in the case of proxy access, if we are unable to confirm that the patient has given their consent to share their record with you.

We also reserve the right to deny access if we believe it is in a patient's best interest to do so.

Access will be denied or immediately withdrawn if we have reason to believe that a patient is being forced (coerced) into sharing information from their record against their will, being put under pressure to permit proxy access or if we think something in your record may be upsetting or harmful to you.

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>

- Access to the computer or device (smartphone/tablet) used to access the online services should be password/PIN protected. Anti-virus software should be used where possible
- Patients should **ALWAYS** log out of their web browser after they have finished using online access, so that information is not inadvertently made available to others if the browser is left open.

Proxy Access for children

Parents/guardians/carers will be allowed proxy access to a child's medications and appointment information only until they are 12 years old. A parent must provide photographic ID of themselves and the birth certificate of the child or proof of parental responsibility. When a child reaches 12 the proxy access will cease and access will be unavailable until the child turns 16 where they can reapply for online patient access for themselves. This is to protect the confidentiality of young patients.

What if my child has a significant long term health condition?

At Langport Surgery we understand that there may be cases where it is in the child's best interest to allow access by parents or guardians between the ages of 12 and 16. Access may be granted, although on a case by case basis and only after discussion with the child's GP. It is the GP's responsibility to ensure access is only given where necessary and is in the patient's best interest.

What if I care for a patient/have Power of Attorney?

Where a patient has a Lasting Power of Attorney (LPA) proxy access can be provided to the nominated person. Where these arrangements do not exist, next of kin or carers may request proxy access. Ideally the patient will consent to the access. If the patient is not capable of providing consent, access will only be granted with agreement from the patient's GP. It is the GP's responsibility to ensure access is only given where necessary and is in the patient's best interest.

What can I Access?

Appointment Booking: This is for routine GP appointments only. We ask that if you are unable to attend an appointment that you have booked online, please either cancel it online or contact us to cancel it. You can also cancel appointments via the text reminder service (ask at reception about using this service).

Repeat Prescriptions: You will be able to view the medications that you are currently taking. If you want to order any repeat medications you will be able to do so from this screen. Please allow 2 full working days before collecting your repeat prescription.

Allergies: You will be able to view your allergy screen.

Detailed Coded Records

You may request access to your detailed coded record which enables you to see information such as test results, active problems or blood pressure readings. Access to this information can be requested by completing an application form available from reception, which will need to be approved by your GP.

Once approved you will be able to view information from the date of your application. Historical information will not be available.

You will not be able to alter any of the information on your record as it is available on a 'read only' basis.

This additional level of access can be useful for patients who would understand their medical record and who may, for example, have regular test results. The information in this booklet should be carefully considered before applying for this level of access.

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 detailed coded records, 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.

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.

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.