

PLEASE NOTE

To apply for on-line access patients must complete an application form. Only you will be given access to your record and only you can use these services – they cannot be shared.

No one should force you to share your username, password or GP records. You have the right to say no. If someone asks to see your records and you don't want them to, tell your surgery as soon as you can.

You can choose to let another person see your medical records (eg family member or a carer). To do this safely, speak to your surgery.

Keep your username and password a secret. Just like your bank account PIN you would not want others to know how to get into your GP records.

You can choose to stop using online services at any time by telling your surgery. Online services are an extra option and will not replace other ways of contacting the surgery.

Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other / further family members.

Applications to view test results online will not be considered for patients under the age of 16.

Login details will not be released to a parent in relation to patients aged 16-18 years.

Requests for the re-issue of access log-in details will be dealt with in the same way as your initial request to register and you will be required to visit the surgery with photo ID to collect a new registration document.

REGISTRTION FORM

If you have read this leaflet and would like to register for the online service please complete a registration form and hand it to our receptionist along with photo ID and proof of address.

**Budleigh Salterton
Medical Centre**

**ONLINE PATIENT
SERVICES**



FURTHER INFORMATION

For further information please either:

Visit our website:

www.budleighsaltertonmedicalcentre.co.uk

Visit NHS choices:

<http://www.nhs.uk/aboutNHSChoices/aboutnhschoices/find-and-choose-services/Pages/gp-online-services.aspx>

Contact Mrs Debbie Mitchell on 01395 441212

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**1 The Lawn
Budleigh Salterton
Devon, EX9 6LS**

**Tel: 01395 441212
Fax: 01395 441244**

WHAT CAN I ACCESS ONLINE?

Patient Online services can give you access to your GP record via the internet and the option to:

- Make appointments
- Cancel appointments
- View past and future appointment
- Order repeat prescriptions online
- View your own summary care record
- Request access to view your own detailed medical records and test results
- Direct email contact with the surgery

You will be able to complete these actions using a computer, tablet or smartphone rather than having to phone or visit your practice.

HOW CAN I GET ONLINE ACCESS?

If you wish to access these services please ask the receptionist to register you for online services when you next visit the surgery. You will need to bring photo ID and proof of address (eg passport or photo driving license and a bank statement) and complete a short form.

You will then be given a letter with your unique username and password for SystmOnline. It will also tell you about the website and where you can log in and start using online services.

Once registered you can download a SystmOnline phone app for free. It can be found by searching 'SystmOnline' within the app store on any iOS enabled device.

If you lose or forget your login details please go to the website and follow the instructions.

WHAT DO I NEED TO CONSIDER?

Although the chances of any of these things happening are very small, we ask that you read, understand and consider the following:

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

Abnormal results or bad news: Online access gives you access to test results and you may see something that you find upsetting. This may occur before you have spoken to your GP or while the surgery is closed and you cannot contact them.

Printing information: If you print information from your record it is your responsibility to keep this secure. We advise you do not print or make copies unless it is absolutely necessary.

Choosing to share your information: 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 that 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 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 who will request guidance from a clinician. Be aware the receptionist answering the phone is not clinically trained to give medical explanations

Information about someone else: If you spot something in your record that is not about you or notice any other errors, please log out of the system immediately and contact the practice.

Declines access: Your GP may not think it is 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 records.

Protecting your username and password: Keep your username and password a secret. Just like your bank account PIN you would not want others to know how to get into your GP records. If you think someone has seen your password, you should change it as soon as possible. You may want to call your surgery if you are not able to change it right away, for example, when you do not have access to the internet.

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

HOW WILL GPs AVOID PATIENTS BEING FORCED OR MISLED INTO PROVIDING ACCESS TO THEIR INFORMATION?

GPs will look at each request for access to a record and do everything they can to make sure they are genuine and not being made under pressure.

Sometimes it is in the patient's best interests for a relative or carer to have access and this is also something that will be looked at on a case by case basis at practice level.

GPs are able to refuse or withdraw access to a record if they have concerns.