

Patient Access Information Leaflet

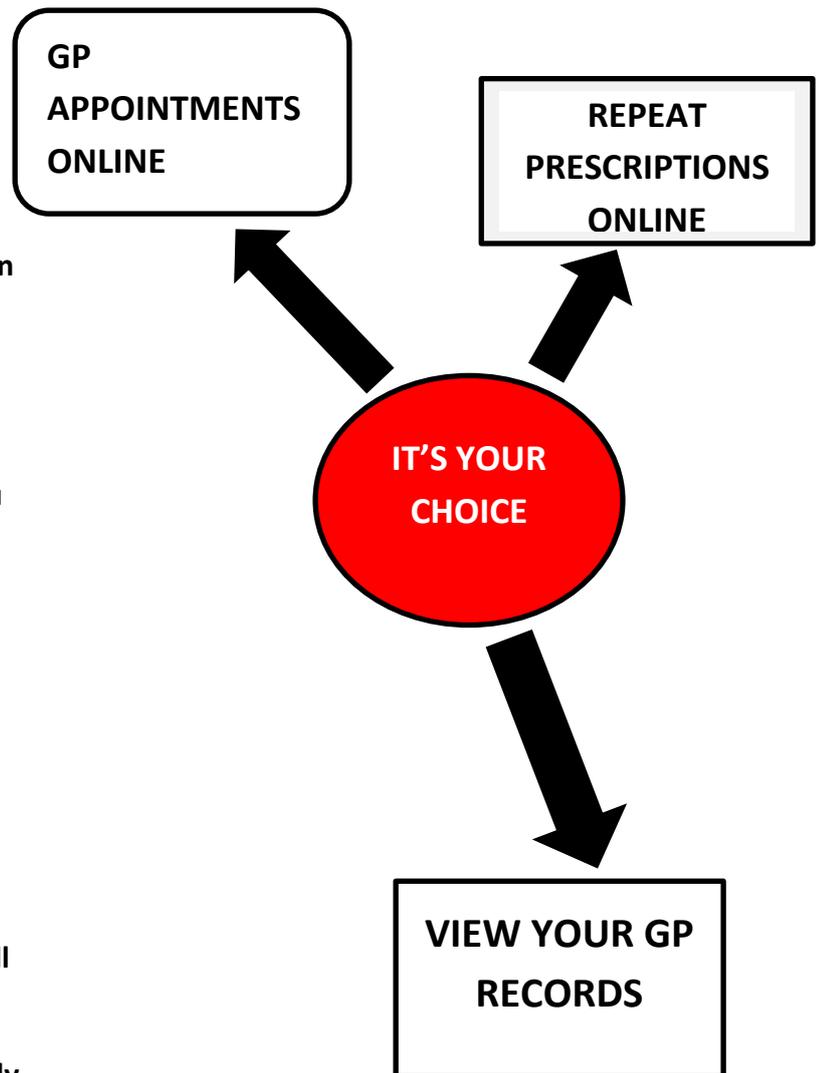
You can use Patient Access to book your appointments with a GP, book your blood test appointments (all blood tests are done at Princess House), request repeat prescriptions for any medications you take regularly and look at a portion of your medical record online.

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.

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.

It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your records have been accessed by someone that you have not agreed to see it then you should change your password immediately or contact the practice.

If you print any information from your record, it is also your responsibility to keep it secure. We recommend that you do not make copies at all.



THINGS TO CONSIDER:

- **Forgotten history:** there may be some things in your record you have forgotten.
- **Choosing to share your information with someone:** It's up to you but also your choice to keep the information safe and secure.
- **Misunderstood information:** your medical record is designed to be used by clinical professionals. If you require clarification please contact the surgery.
- **Information about someone else:** If you spot something in the record that is not about you please log out immediately and contact the practice.

## Claremont Bank Surgery, Patient Access Request Form

<b>TITLE/ FIRST NAME/ SURNAME</b>	
<b>EMAIL (PLEASE PRINT)</b>	
<b>DATE OF BIRTH</b>	
<b>ADDRESS</b>	
<b>TELEPHONE (HOME /MOBILE)</b>	

**I wish to have access to the following online services (tick all that apply):**

1) Booking appointments	<input type="checkbox"/>
2) Requesting repeat prescriptions	<input type="checkbox"/>

**Application for online access to my medical record (AVAILABLE FOR PATIENTS OVER 18 ONLY)**

**PLEASE TICK** TEST RESULTS  PROBLEMS  IMMUNISATIONS  ALLERGIES



Patient Access is available for patients aged 16 and over. Parents can register for their children up to 12. Once they reach 12 we will suspend this access until they reach 16. This is in line with our child safeguarding policy.

I wish to access my medical record online and understand and agree with each statement (tick)

1) I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
2) I will be responsible for the security of information that I see or download	<input type="checkbox"/>
3) If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4) I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement.	<input type="checkbox"/>
5) If I see information in my record that is not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible	<input type="checkbox"/>
6) If I think that I may come under pressure to give access to someone else unwittingly I will contact the practice as soon as possible.	<input type="checkbox"/>
<b>SIGNATURE:</b>	<b>DATE</b>

**OFFICE USE ONLY:**



Authorised by: Int Signed	Photo ID <input type="checkbox"/> Proof of Residence <input type="checkbox"/> Vouching <input type="checkbox"/>	Date:
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**THIS FORM MUST BE GIVEN TO RECEPTION BY THE PATIENT THEMSELVES (WHEN AGED 18+) WITH ID. ALL PATIENTS AGED 18 AND ABOVE MUST COLLECT THE REGISTRATION FORM THEMSELVES.**  
**YOUR REGISTRATION FORM WILL BE READY 10-14 WORKING DAYS**  
**IF NOT COLLECTED AFTER 8 WEEKS IT WILL BE NO LONGER AVAILABLE**  
**AND A NEW APPLICATION WILL HAVE TO BE MADE**

## Medical Records Viewer

You are now able to view the following summary of your medical records. Your medical records are complicated and you may not understand everything it contains.

<b><u>Medications</u></b>	You will be able to see all the repeat medications. If you want to request any repeat medication you will be able to do so through patient access.
<b><u>Allergies / Adverse reactions</u></b>	You will be able to see what allergies you suffer from and what if any adverse reactions you have had (i.e. to medication).
<b><u>Immunisations</u></b>	You will be able to see what immunisations/vaccinations you have had and the date which you had it.
<b><u>Test Results</u></b>	You will be able to see all your previous test results. You will not be able to view any results that are 'provisional'; this means that the GP has not yet viewed the result and commented on it. If your GP has given you access to test results, 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.
<b><u>Problems</u></b>	You will be able to see any 'problems' and 'conditions'. You will not be able to view any 'free text' within your medical record.
<b><u>Misfiled information and/or Errors</u></b>	All attempts are made to ensure your medical records are correct, however if you find any information which has been misfiled or find any errors, please contact the surgery as soon as possible.
<b><u>Inappropriate use</u></b>	We would consider inappropriate use not attending booked appointments, booking for other members using your name, consistently booking inappropriate appointments with members of our team; all of which will result in your access being removed.

**For patients aged over 18**