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| ***Key considerations*** |
| ***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 to you. 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. If you require further clarification, please contact the Practice 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. |

**Accessing Your GP Records Online**

GP Practices are increasingly enabling patients to request repeat prescriptions and book appointments online. Some patients may wish to access more information online. You will be asked to confirm that you have read and understood this leaflet before consenting and applying to access your records online. The practice will also need to verify your identity.

**Please note:**

* **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.**
* **The Practice may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The Practice has the right to remove online access to services for anyone that doesn’t use them responsibly.**

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.**

**What is your health record?**

Wherever you visit an NHS service in England a record is created for you. This means medical information about you can be held in various places including your GP Practice, any hospital where you’ve had treatment, your dentist Practice and so on.

**What’s in a health record?**

A health record (sometimes referred to as medical record) should contain all the clinical information about the care you received. This is important so every healthcare professional involved at different stages of your care has access to your medical history, such as allergies, operations or tests. Based on this information, healthcare professionals can make judgements about your care going forward.

Your health records should include everything to do with your care, including X-rays, or discharge notes. The data in your records can include:

* Treatments received or ongoing
* Information about allergies
* Your medicines
* Any reactions to medications in the past
* Any know long-term conditions, such as diabetes or asthma
* Medical test results such as blood tests, allergy tests and other screenings
* Any clinically relevant lifestyle information, such as smoking, alcohol or weight
* Personal data, such as your age, name and address
* Consultation notes, which your doctor takes during an appointment
* Hospital admission records, including the reason you were admitted to hospital
* Hospital discharge records, which will include the results of treatment and whether any follow-up appointments or care are required
* X-rays
* Photographs and image slides, such as MRI scans or CT scans.

**Confidentiality**

There are strict laws and regulations to ensure your health records are kept confidential and can only be accessed by health professionals directly involved in your care. There are a number of different laws that relate to health records. The most important are:

* Data Protection Act (1998) and General Data Protection Regulations (2016)
* Human Rights Act (1998)

The NHS must ensure that any personal information it gathers in the course of its work is only used for the stated purpose of gathering the information (which in this case would be to ensure that you receive a good standard of healthcare) and that it is kept secure. Everyone has the right to have their private life respected. This includes the right to keep your health records confidential.