Online access has been available in the surgery for some time now and many of our patients are already using it to access our services. Some of the facilities offered include making appointments, ordering your repeat prescriptions, updating your contact details, sending secure messages to the practice and viewing a summary of your medical record.

To gain access to the services available you will need to complete and return an application form (available from reception or to download from [www.granvillehousemc.co.uk](http://www.granvillehousemc.co.uk))

Please complete this in full but do NOT sign it. When you return this you will need to provide 2 forms of identification (one to include your photograph where possible) and sign it in front of reception staff. Where possible, your registration letter will be issued by our reception team but if they are unable to do this for you straight away your application form will be passed to our admin department who will email all of the information required to create your online account. **(When you register online please remember to note down your user ID and password as this will be needed each time you access the service).**

If you think you may be pressured into revealing details from your record to someone else against your will it is best that you do not register for access at this time.

Listed below are some questions we think you may want answered to help you decide if you want to use this service.

**Is this compulsory?**

No. If you do not want to use this you do not have to you can just carry on as before.

**Who is it available to?**

The service is available to all patients. Parental access is available to children under 11 years of age. Parents and children aged 11-15 will need to complete an annual application to confirm who has access rights - this may need to be completed in front of a health care professional. Children aged 16+ should apply for access in their own right.

**What will I be able to see?**

* Appointments
* Repeat prescriptions

From some service providers you will also be able to access your medical record summary, including -

* + Problems
	+ Medications (acute and repeat)
	+ Test Results
	+ Consultations
	+ Immunisations
	+ Allergies

**What are the advantages for me?**

* Quick and easy to use
* Avoid busy telephone lines
* Access out of practice hours
* Electronic management of your appointments and repeat medication requests
* Information about your medical record available whenever you need it.
* Links to patient leaflets to help you understand more about your conditions and medications.

**What are the risks for me?**

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

Your medical record is designed to be used by clinical professionals. Some information may be highly technical and not easily understood.

**Can online access be refused?**

Yes, but the practice will only refuse access to an individual with good reason. The decision to decline access will be discussed with you.

**Can you turn it off?**

Yes. We can turn off access in part or altogether.

**Can I alter the record?**

No. This is a ‘read only’ facility. If you think that there is something that needs to be changed you will need to contact the surgery.

**How quickly after returning the application form will I receive my registration letter?**

If reception are unable to issue your registration letter immediately please allow 5 working days for your application to be processed. If you haven’t received your registration letter after this time please contact the surgery.

**What about security?**

As with on-line banking you control viewing by using your user ID & password. You are responsible for keeping it safe and not revealing it to anyone.

**Can I use a smart phone?**

Yes. You can download an app for your phone.

**What happens if I change practice?**

Your online account with Granville House will automatically be closed when you are removed from the practice list. If your new practice also offers this service you will need to register with them.

**I would like to access the record of a person I care for. Is this available?**

Yes. You need to complete the application form. We will need the patient’s consent or you must provide us with proof of your right to access their information. Additional information may be required before access is granted.

**I’ve forgotten my login details. What do I do?**

We do not store passwords but we can remind you of your account ID. If you have forgotten your password please use the ‘forgotten password’ links on the websites/apps. If this doesn’t work please contact the practice.

**Where can I get more information?**

Frequently Asked Questions -

<https://support.patientaccess.com/>

<https://www.ilovemygp.com/>

Application Forms -

[www.granvillehousemc.co.uk](http://www.granvillehousemc.co.uk)

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**ONLINE ACCESS**

**INFORMATION**

**FOR PATIENTS**