Dear Parent/Guardian

Your child is currently registered for online services via SystmOnline that affords you access to some or all of the following services: booking appointments, requesting repeat medications, summary care record or detailed coded access.

Due to the new GDPR (General Data Protection Regulations) which came in to force on 25th May 2018 this service has to cease for children aged 13 to 15 years of age inclusive. In the eyes of the law a child is a child until they reach their 18th birthday. For the purposes of medical treatment the boundaries are different and in some circumstances a child aged younger than 16 years could access medical services without the knowledge of their parent/guardian.

In those cases the patient is entitled to retain their confidentiality. It is not for the practice to become embroiled in an ethical argument and so in all cases online access will be withdrawn once the patient reaches their 13th birthday. Text reminders of forthcoming appointments will also cease at that time as it is common for parents/guardians to list their mobile number on their child’s medical record so we have them removed.

In some cases it may be appropriate for parents/guardians to continue to access their child’s medical record, in cases such as those involving learning disabilities or complex repeat medications for example.

If you think you might have such a justification to continue to access your child’s record via SystmOnline please contact the Surgery to arrange an appointment with the Practice Manager/Assistant Practice Manager who will discuss with one of the GP Partners and a decision will be made to allow access or not.

In all other cases the patient will be entitled to request access in their own right and to restore text reminders once they reach the age of 16 years.

Yours Sincerely

Village Surgery