

If you wish to you can use the internet to book appointments with a GP, book some nurses appointments i.e. smear tests/childhood immunisations and request any medication that you take regularly. You can also view your medical record online and can choose to access either your coded record, which includes information about immunisations / BP recordings / test results / diagnoses; or your full record which will also include consultations and letters.

If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

### **THINGS TO CONSIDER**

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

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

**Abnormal results** If you have access to test results 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 surgery 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.

### **USING YOUR RECORD SAFELY AND SECURELY**

Most people who access their records online do so safely, without any problems. However there are two possible risks to consider:-

1. As with any kind of information access through the internet, there is a chance that your records could be hacked. This is when someone illegally breaks into your records, either to steal your identity or to get other personal information about you
2. It is possible that your records might be seen by someone that you don't want to see them.

There are three things you can do to help keep the information in your records safe:-

1. Create a strong password and keep it safe.
2. Get into good habits online – protect your computer or mobile device ensuring you have up-to-date antivirus software installed. Be particularly careful when using a shared computer.
3. Share your records safely, or not at all – think carefully about the information in your records, and how it might be use, before sharing.

**It will be your responsibility to keep your log in 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.**

### **HOW DO I SIGN UP?**

If you wish to sign up for online services (SystemOnline):-

**Patients aged 16 and over**, please call into the surgery with two forms of identification (***ideally one of these should be photo ID***). You will be asked to complete a form, you will then be given your confidential login information.

**Patients aged between 0 -11**, 'proxy' access will be given through the GP clinical record of the parent/guardian for booking appointments, requesting medication and view the summary care record. Please bring two forms of identification (***ideally one of these should be photographic ID***). for the parent/guardian and one for the patient, preferably their birth certificate.

**Patients aged 11-16,** Patients in this age group will need to have an appointment with a GP for a competency test to ascertain whether they are mature enough to make decisions. If the child is deemed to be Gillick competent then they can choose to either have access to their own record or grant proxy access to their parent. If they are found not to be Gillick competent then the doctor may agree to allow proxy access to the parent until such time that the child becomes competent. This would be monitored at least annually.

***If you have 'proxy' access for a child this will be automatically stopped at the age of 11 and the patient will need to register for themselves if they wish.***

**IMPORTANT INFORMATION:** If you use SystmOnline to access your medical records you may get a pop up box asking if you want your password remembering on your computer. If you choose Yes this can cause problems when more than one person is using the same computer to access their records.

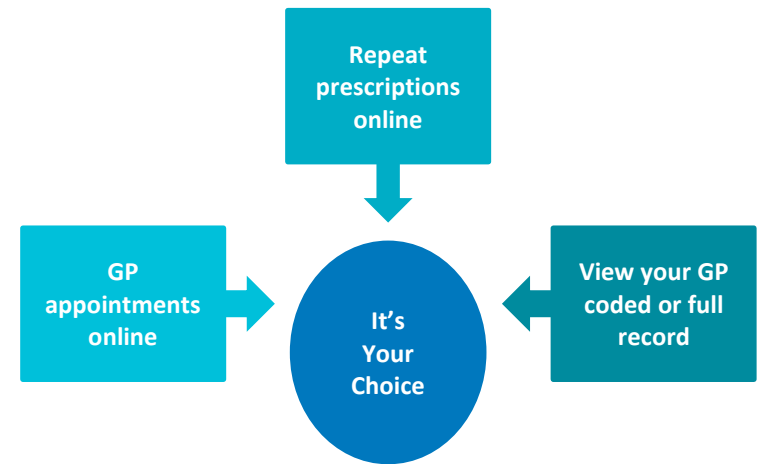
**The Practice has the right to remove online access to services for anyone that doesn't use them responsibly.**



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# ONLINE ACCESS TO MEDICAL RECORDS

# IT'S YOUR CHOICE



# PATIENT INFORMATION LEAFLET