

South Hermitage Surgery

Patient Access- Electronic Health Record

Guidance for online services

We are delighted you have expressed an interest in finding out how to access some of our services online. We hope that if more patients go online it will save time and help to reduce costs. Using Patient Access you will be able to:

- Re-order your repeat medications
- Book and cancel a wide range of appointments
- View aspects of your medical record online

We hope you find Patient Access useful and we would like to give you some guidelines on its use.

For Prescriptions...

It is much simpler and safer if you request online than by telephone, but we still need 2 working days to get your prescription ready. Once we have received your request it will display as accepted so you know we are working on it.

There is a message box you can use if you have any specific one-off instructions about collection of your medication, or if you have a request for a particular medication that you have regularly but is not on your list.

It's very rare, but if your request is rejected please give us a ring straight away. Please don't send prescription requests too early or too late!

Booking Appointments...

Routine appointments are for 10 minutes. **Please don't book 2 consecutive appointments** with the same person. You can book appointments for yourself, or your children via their log-in (under 12) but not other family members. You can cancel appointments online that you have made by phone, or phone us to cancel appointments you have booked online! Whatever is easiest for you.

You can book to see a nurse as well as a doctor. Nurses can do dressings, removal of stitches, ear syringing, contraceptive pill checks, smear tests, blood pressure and asthma reviews. You can also book blood test appointments online. Please don't book online for vaccines (travel or childhood) as we need to arrange these in a special clinic.

Viewing your medical record...

You will be able to see a summary of your current medication, allergies, results (from 1/4/16), medical history including diagnoses and coded information plus immunisations with links to access further information leaflets. The immunisation record includes those that you have had at our practice, or that you have told us that you have had elsewhere, or that we have summarised from records received from your previous GP. It is possible that this is not a complete list. Please let us know if you think anything is missing.



Things to consider...

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

Choosing to share - 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's better 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 may be highly technical and not easily understood. If you require 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 and contact the practice as soon as possible.

Keeping you safe online...

The security of your data is extremely important to us, and we take our responsibility for its accuracy, safe-keeping and confidentiality very seriously. All our staff receive training in confidentiality and we comply with the Data Protection and Access to Medical Records legislation. We will keep your data secure and confidential both within the surgery and online.

Patient Access is simply a web site that connects to our clinical system where your medical record is stored. Think of it as a window into your practice services. It is very important that you log out when you have finished using Patient Access and that you do not share your log-in details with anyone. If you print out any information it is also your responsibility to keep it secure. If you are at all worried about keeping printed copies safe we recommend that you do not make copies at all.

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

Please check that your details are correct (name, address, phone numbers etc) the first time you log in and let us know if there are any problems. If you forget your password or user name or suspect that your record has been accessed by someone else then please ask us to re-set your log-in details.

If you need any help setting up or using Patient Access, please ask!



TO REGISTER WE WILL NEED PROOF OF IDENTITY AND ADDRESS:

** Photo ID – eg passport or driving licence

AND

** Address verification – eg utility bill, bank statement etc

What happens next? Completed applications are reviewed by a GP and **we aim** to post PIN registration forms for accepted applications within 30 days.

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