Grove House surgery

GP online records request

WEST SHEPTON, SHEPTON MALLET SOMERSET BA4 5UH

Telephone: 01749 342314
Appointments: 01749 342863
Please note all telephone calls are recorded.

Website: www.grovehousesurgery.nhs.uk
Out of Hours: 111
Emergency at any time: 999

What you need to know about your GP online records

Wouldn't it be great if you could look at your GP records online? Well, you can! You can also book and cancel appointments at Grove House Surgery as well as order repeat prescriptions online

Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app. If you would like to start using online services, complete the forms at the end of this leaflet and bring it to the surgery with your ID documents. More information on how to get started is also available online at www.nhs.uk/patientonline

What is in it for you?

- You can look at your records whenever you choose to, without needing to print them. Online records are up to date and more secure than a printed paper record which could get lost or seen by others.

- People who have long term conditions, for example diabetes, hypertension or coronary heart disease, have found that looking at their test results online helps them make positive changes to improve their health. They can see if their condition is improving or getting worse by looking at past test results. *Adam, a patient at University Health Centre said 'Record access is useful for those, like me, who need to have more regular contact with their GP'.*

- You can look at your medical records before your appointment to see if there is anything you need to discuss with your doctor or nurse. This could be your test results, illnesses you have had in the past or any new information added to your records. This would help you discuss any concerns you may have and help you benefit more from your appointment.

- One of the most useful things patients have found is that you can make sure your medical information is accurate. For example, you will be able to let your doctor know if you have an allergy to a medicine and it is not recorded.

- Before you go on holiday, you can check if your vaccinations are up to date without having to go to your surgery.

- You can temporarily share your records with anyone you want eg Insurance Companies. Sharing medical records using Patient Access is an easy way for you to quickly and securely give access to your temporary medical record. The shared record will be available for 24 hours via a unique link and secured using an access code. Patients can select the areas of their medical record which they want to share and have the option to stop sharing access at any point.

Understanding your records

Your records are written to help medical people look after you and so in some cases, you may not understand everything you see. If you find anything difficult to understand, as well as talking to one of our doctors or nurses, you can go to the NHS Choices website by using this link www.nhs.uk. NHS Choices is the NHS website for patients so you can look for information on illnesses, improving health and to find NHS services in your local area. Other websites frequently used to search for information on illnesses and test results are Patient – www.patient.info and Lab Test Online UK – www.labtestsonline.org.uk. Although these are not owned or checked by the NHS, other patients have found them useful.

A few things to think about

There are a few things you need to think about before registering for online records.

- On very rare occasions our GP may not think it in your best interest for you to look at your GP records online. If this happens, the GP will discuss their reasons with you. It is up to the GP to decide if you should be allowed access to your online records.

- You may see your test results before your doctor has spoken to you about them. This may be when you cannot contact your surgery, or when your surgery is closed. This means you will need to wait until an appointment is available to talk to your doctor.

- Information in your medical records might need correcting. If you find something you think is not correct, you should contact your surgery. The staff will be able to answer your questions and set things right when needed. Please bear in mind that you cannot change the record yourself.

- There may be information in your medical records that you did not know was there or that you had forgotten about, such as an illness or an upsetting incident. If you see anything you did not know about that worries you, please speak to your surgery and they will discuss this with you.

- If you see someone else's information in your record, please log out immediately and let your surgery know as soon as possible.

- *We have to check your identity fully as application for the online services allows access to your medical record which must not fall in to the wrong hands*

- *The ID we require is –*
  - ➢ **One form of photographic ID and**
  - ➢ **One proof of address**

If you have any questions, please talk to a member of our team and we will be able to advise you further.

Application for Online Access to GP Online Services

Surname:	
First name:	Date of birth
Address: Postcode:	
Email:	
Telephone:	Mobile

I wish to have access to the following online services (please tick all that apply):

1. Booking appointments	☐
2. Requesting repeat prescriptions	☐
3. Access to my medical record	☐

Please tick which of the following statements applies to you:

1. I already have access to online services and I know my user ID and password	☐
2. I already have access to online services and I don't know my user ID and/or password	☐
3. I don't have access to online services	☐

I wish to access my medical record online and understand and agree with each statement (tick)

1. I have read and understood the information provided by the practice	☐
2. I will be responsible for the security of the information that I see or download	☐
3. If I choose to share my information with anyone else, this is at my own risk	☐
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	☐
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	☐
Signature	Date

Thank you – please hand to reception with evidence of your ID

For practice use only

Patient NHS number		Patient Emis number	
ID verified by (initials)	Date	Details of: Photo ID: Proof of residence:	
Authorised by			Date
Date account created		Date passphrase sent	
Level of access enabled: Contractual minimum / Enhanced			

The following screenshots are from Patient Access using a <u>test patient's</u> medical record

Support Centre   James Test ⌄   🔔

- Home
- Appointments
- Repeat Medication
- Medical Record
  - Problems
  - Medications
  - Test Results
  - Documents
  - Consultations
  - Immunisations
  - Allergies
  - Share Record
  - Export Record
  - GP Shared Record History
- Messages

⤴ Share   ☰ List view

Acute   Repeat

Please note, there may be restrictions on the information you can view.   ✕

Request medication

Not issued

Levothyroxine sodium 25microgram tablets

One To Be Taken Each Morning At Least 30 Minutes Before Breakfast, Caffeine-containing Drinks Or Other Medication

Read more

Not issued

Metformin 500mg tablets

One To Be Taken Each Day With Breakfast And Then Increase Dose As Directed

Read more

https://app.patientaccess.com/dashboard

Share Record

Sharing your medical record generates a secure web page that you can share with a health professional or relative for 24 hours. You can stop sharing your medical record at any time.

Select sections to share

- ✓ Allergies
- ○ Consultations
- ✓ Immunisations
- ○ Medications
- ○ Problems
- ✓ Test results

You are about to share your medical record. Your shared record will be available for 24 hours via a unique link and secured using an access code.

☑ I accept the terms and conditions

Share

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