

DRS. WYATT, PICKLES, LITTLEWOOD, KNOWLES, SMITH, RICHARDSON, BHATTI & ROYLANCE



BRIG ROYD SURGERY

www.brigroydsurgery.co.uk

The Surgery
Hirstwood
Ripponden
West Yorkshire
HX6 4BN

Tel: 01422 822209

Fax: 01422 825063

Out of Hours: 111

Online Services Records Access - Patient information leaflet

Patients at Brig Royd Surgery can now request access to their detailed coded medical record online. This record will include medication, allergies, immunisations, test results and values, problems and diagnoses as well as coded references to referrals to specialists and other services, and procedures undertaken. The practice is not making full records available online due to data quality considerations.

Log in details are the same as those for our other online services i.e. booking appointments and requesting medication. **Please ensure that you keep your password 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 please contact the practice so we can suspend online access until you are able to reset your password. Be careful that nobody can see your records on screen and be especially careful if you use a public computer.

If you print out any information from your record, it is your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

The information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.

To request access to your medical record online please complete an application form which can be downloaded from Brig Royd Surgery website or can be collected from reception. The completed form should then be taken to reception with 2 forms of ID one of which must be a photograph and one with a current address. **Please be aware that it may take up to 28 days for us to have your record available for you to view and in some rare instance maybe longer, we will inform you if it is going to take longer than 28 days. Once your record is available to view we will inform you either by text or email**

Basic checks will be undertaken by the team to ensure that access should be granted. It is up to your GP to decide if you should have access to your online records and if they consider it is not in your best interest they will discuss the reasons with you.

Access for "proxies" e.g. parents or carers can also be granted after completion of the proxy application form and basic checks. Access for young people's records will be available to their parents until the age of 11. At the age of 12 access will be limited to requesting medication and booking appointments only unless the young person specifically gives consent for access to their medical record to continue to be available online to their parent/s or carer. All online access by

parent/carers to young people's records including prescriptions and online booking ceases on their 16th birthday.

Before you apply for online access to your record, there are some other things to consider. In all of these cases please contact the practice and we will assist. Initially enquiries should be made to our receptionist who will pass your enquiry on to the most appropriate member of the team. You may not receive an immediate reply to your enquiry.

For more information about online access to your medical record please contact the surgery on 01422 822209.

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 access to your medical record online.

Forgotten history - there may be something you have forgotten about in your record that you might find upsetting, or something in your record about which you were unaware.

Abnormal results or bad news - you may see something that you find upsetting in your record. We may set your record so that certain details are not displayed online e.g. test results that you might find worrying until we have had an opportunity to discuss the information with you.

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 by a lay person.

Information which may need correcting – if you find something which you do not think is correct please contact us. We will address your concerns and amend as necessary. Please bear in mind that you cannot change the record yourself.

Information about someone else - if you spot something in the record that is not about you or you notice any other errors, please log out of the system immediately and contact us.

More information

For more information about keeping your healthcare records safe and secure please follow this link:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

The practice has the right to remove online access to services. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. This may occur if someone else is forcing you to give them access to your record or if the record may contain something that may be upsetting or harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible.



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Consent to proxy access to GP online services

Note: If the patient does not have capacity to consent to grant proxy access and proxy access is considered by the practice to be in the patient's best interest section 1 of this form may be omitted. Please ask for help from the practice if the patient may not have mental capacity to give this consent.

Section 1

I, (name of patient), give permission to my GP practice to give the following people proxy access to the online services as indicated below in section 2.
 I reserve the right to reverse any decision I make in granting proxy access at any time.
 I understand the risks of allowing someone else to have access to my health records.
 I have read and understand the information leaflet provided by the practice

Signature of patient	Date
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Section 2

1. Online appointments booking	<input type="checkbox"/>
2. Online prescription management	<input type="checkbox"/>
3. Accessing the medical record for (name of patient)	<input type="checkbox"/>

Section 3

I/we (names of representatives) wish to have online access to the services ticked in the box above in section 2 for (name of patient).

I/we understand my/our responsibility for safeguarding sensitive medical information and I/we understand and agree with each of the following statements:

1. I/we have read and understood the information leaflet provided by the practice and agree that I will treat the patient information as confidential	<input type="checkbox"/>
2. I/we will be responsible for the security of the information that I/we see or download	<input type="checkbox"/>
3. I/we will contact the practice as soon as possible if I/we suspect that the account has been accessed by someone without my/our agreement	<input type="checkbox"/>
4. If I/we see information in the record that is not about the patient, or is inaccurate, I/we will contact the practice as soon as possible. I will treat any information which is not about the patient as being strictly confidential	<input type="checkbox"/>

Signature/s of representative/s	Date/s
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The patient

(This is the person whose records are being accessed)

Surname	Date of birth
First name	
Address	
	Postcode
Email address	
Telephone number	Mobile number

The representatives

(These are the people seeking proxy access to the patient's online records, appointments or repeat prescription.)

Surname	Surname
First name	First name
Date of birth	Date of birth
Address	Address (tick if both same address <input type="checkbox"/>)
Postcode	Postcode
Email	Email
Telephone	Telephone
Mobile	Mobile

For practice use only

The patient's NHS number		
Identity verified by (initials)	Date	Method of verification Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>
Proxy access authorised by		Date
Date account created		
Date passphrase sent		
Level of record access enabled Limited parts <input type="checkbox"/> Detailed Coded Record <input type="checkbox"/>	Notes / comments on proxy access	