

Minchinhampton Surgery

Application for own patient access to GP online services

Please bring this completed form to reception in-person along with an original photographic ID (e.g. passport/driving licence)

Patient details

Full name:	
DOB:	
NHS number:	
Address:	
Tel number:	
Email address:	

Online access

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

Booking appointments	<input type="checkbox"/>
Requesting repeat prescriptions	<input type="checkbox"/>
Accessing my full medical record including test results	<input type="checkbox"/>

Access type

I would like to have (please tick only one):

"Prospective" access - you will only see future entries made in the medical record from after the date you joined your GP surgery or from 31/10/2023 (whichever is latest)	<input type="checkbox"/>
"Retrospective" access - you will see all historical data entries (including any entries from previous GP surgeries) as well as future entries made in the medical record	<input type="checkbox"/>

If you wish to have "retrospective access", please indicate **when** you would like access to start from (add date): _____

Agreement from patient

I wish to access my medical record online & I understand and agree with the following statements:

I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
If I see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible	<input type="checkbox"/>

Date:	
Signature:	

For practice use only

RECEPTION TO COMPLETE	
Date form verified	
Person who verified	
Method of verification	
GP TO COMPLETE	
GP name	
GP signature	
Date authorized	

Patient online access information

Recent changes to online access

Following proposed changes to the 2023/2024 GP contract announced in April, legislation has now been passed so that new health information will be available to all patients. From 31 October 2023, patients will be automatically allowed access to their full medical record going forward, unless they have individually decided to opt-out or any exceptions apply. The change only applies to future “prospective” entries and not historic “retrospective” data.

This means you will be able to see any future entries made into your medical record e.g. any entries from after the date you join the practice or from 31/10/2023 (whichever is latest). This includes GP consultation notes based on appointments or conversations with you, test results including hospital investigations, allergies, vaccinations, medical conditions, and any attached documents. It is important to remember that your medical record may contain documents or information that could be upsetting, especially if they contain news of a serious condition or online results when it isn't clear what they mean.

Creating your online account

Future “prospective” online access is available via the NHS app, Airmid App, or SystemOnline App. The app will guide you through the steps to set-up your online access account. You may need to upload/provide photo identification via the app to verify your identity.

If you wish to apply for future “prospective” online access through the surgery instead of via an app, you will need to fill out a patient online access form & bring the completed form to reception in-person along with a form of original photographic ID. If you require a reset to your account or app login details (username/password), please contact reception.

Applying for “retrospective” access

If you would like to apply for historic “retrospective” access to your online record (e.g. any historical data entries made from a previous GP surgery) - please fill in a patient online access form & mark “retrospective access”. You will need to bring the form back to reception in-person along with a form of original photographic ID.

If you do not want online access

We are aware that some patients may prefer not to have online access to their medical record. You may have concerns about your personal medical record being available via a smartphone app or the internet at this time, especially if it is a shared device that another person may have access to. It is possible for individual items to be hidden at your request, and your GP will be happy to talk about any concerns you may have.

Patient information leaflet - It's your choice

You can now use the internet to:

- Book appointments with a GP
- Request repeat prescriptions
- Look at your medical record online

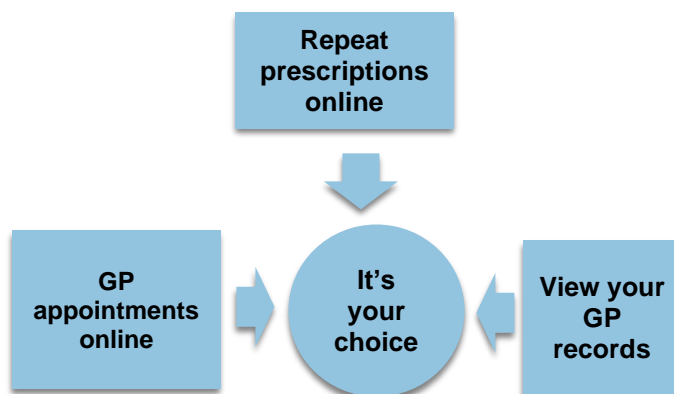
You can still use the telephone to call into the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can access it from anywhere in the world should you require medical treatment on holiday.

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.

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

You will be given login details, so you will need to think of a suitable password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.



It will be your responsibility to keep your login 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.

If you print out any information from your record, it is also 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.

How to order your medication online

- Under the "SystmOnline" toolbar, hover over "Medication" and click "Request Medication"
 - 1) For your regular repeat prescriptions:
 - Check that "Request Existing Medication" is selected
 - Place a tick by each prescription item you would like to order
 - 2) For your non-repeat prescriptions:
 - Check that "Make Custom Request" is selected
 - Type into the blank field the details of what medication you wish to order
- At the bottom of the screen, click "Continue" → Click "Request Medication"

How to change your nominated pharmacy online

- Under the "SystmOnline" top toolbar, hover over "Medication" and click "Change Pharmacy"
- Click "Choose" next to the local pharmacy you would like your prescriptions to be sent to

How to book a routine GP appointment online

- Under the "SystmOnline" toolbar, hover over "Appointments" and click "Book Appointment"
- Find your chosen GP appointment, click "View" then click "Book"
- If there are no available GP sessions showing, click the "Available Sessions" dropdown box to change the time period shown then select "Show" to find future bookable appointments