Minchinhampton Surgery

Application for <u>proxy</u> access to GP online services

The nominated individual will need to bring this completed form to reception in-person along with an original form of <u>photographic ID</u> (e.g. passport)

Patient details

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

Patient statement

I have read and understood the information leaflet provided by the practice. I give permission for the nominated individual to have proxy access to my online services. I am aware that my GP may overrule my decision at any time and that this authorization will remain in force until cancelled by me (in writing). I understand the risks of allowing someone else access to the online services detailed above.

Date:	
Signature:	

(Signature not needed if patient is under 13 years old or lacks capacity to consent)

Level of permission *(tick all that apply)*

Booking appointments	☐
Requesting repeat prescriptions	☐
Accessing full medical record	☐

Type of access *(tick ONE only)*

Future "prospective" access	☐
Historical "retrospective" access*	☐

*I request that the retrospective access starts from (*add date*): _____. This means you will see all historical data entries from this date, including any entries from previous GP surgeries, as well as future entries made into the medical record.

Nominated individual details

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

Nominated individual statement

I have read and understood the information leaflet provided by the practice. I will be responsible for the security of the information that I see or download. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement. I will treat all information confidentially and I will not disclose this information to any third party without the express permission of the person named as the patient above. I will only use this information in the best interests of the patient.

Date:	
Signature:	

For practice use only

ID verification

I confirm that I have seen evidence of an original photographic identification that matches the name, date of birth, and appearance of the nominated individual.

Receptionist name:	
Date:	
Signature:	

GP agreement

I authorize the above named person to have online access to the electronic medical record held by the practice for the above named patient. The patient does / does not have capacity to consent (please select as appropriate).

GP name:	
Date:	
Signature:	

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 <u>after</u> 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.
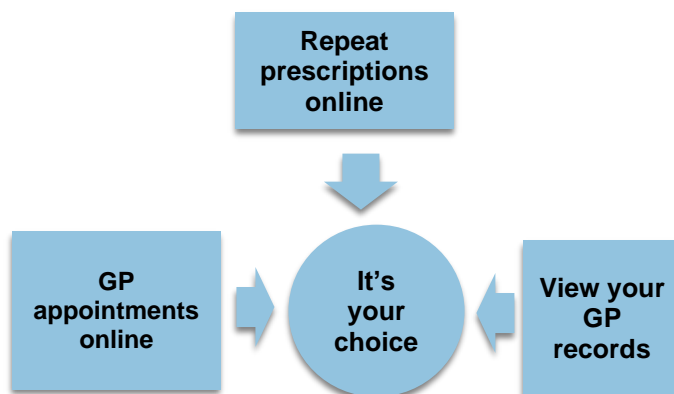
It will be your responsibility to keep your login details and password safe and secure. If you know or **suspect that your record has been accessed by someone** that you have not agreed should see it, then you should change your password immediately. If you can't do this for some reason, we recommend 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:
        o Check that "Request Existing Medication" is selected
        o Place a tick by each prescription item you would like to order
    2) For your non-repeat prescriptions:
        o Check that "Make Custom Request" is selected
        o 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