

Before you apply for online access to your record, there are some other things to consider.

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 login details.

Things to consider

Choosing to share your information with someone

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 is best that you do not register for access at this time.

Information about someone else

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

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

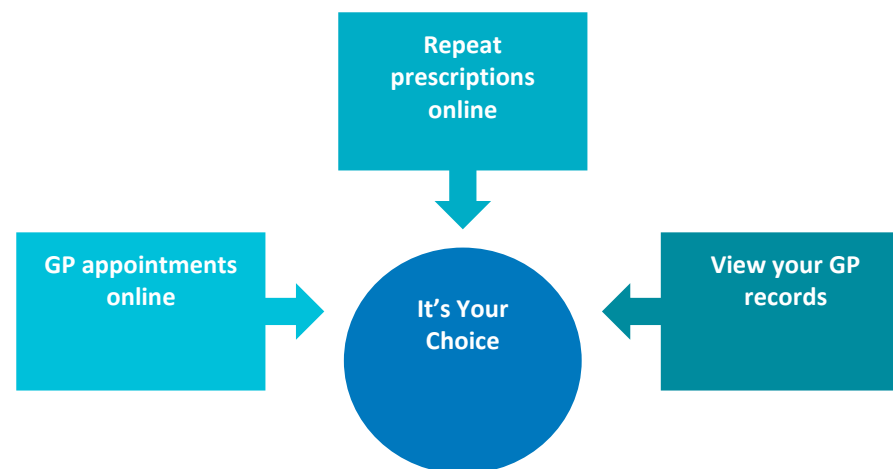
Beechwood Medical Practice

Online Access Patient Information Leaflet

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to 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 even 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. In general this decision will not affect the quality of your care.

You will be given login details, so you will need to think of a 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.



TERMS AND CONDITIONS FOR PATIENT ACCESS TO CLINICAL SYSTEM

INTRODUCTION

Before we will allow access to your medical records online you will be required to sign to say that you understand and accept the following Terms and Conditions allowing patients access to the clinical system on-line facilities, such as repeat prescription ordering, appointment booking with a GP, personal profile updates and accessing summary medical record information.

Terms and Conditions

- To apply for on-line access to the Practice's clinical system, patients must complete and sign the attached Registration/declaration form, and identity must be verified through picture ID of a current Passport or Driving Licence. (Other picture ID may be accepted, but in these instances further verification will be needed in the form of proof of address).
- Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other / further family members.
- Applications for on-line access will not currently be considered for patients who are under the age of 18.
- Where access is granted access log-in details will only be released direct to the patient and not to a parent/guardian or other third party. Where a parent or other person requires access to the system to book an appointment for the minor, it is acceptable for the parent/guardian to book the appointment under their name using their on-line access and provide the name of the minor who the appointment is for in the comments box.
- .Personal Information updating is subject to validation after submission.
- Patients with a history of non-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking, however the remainder of the facilities will be considered.
- On-line appointments booked are to be cancelled by the patient as soon as it is determined that it is no longer required.
- The Practice will not allow misuse of the on-line system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or recurs, access will be removed permanently and without further notice, at the discretion of the Partners.
- Repeat prescriptions may only be ordered where these appear on the repeat list, which is provided to patients on the tear-off portion of the last prescription issued. The request must match the repeat list exactly and must be due.
- Requests for re-issue of access log-in details will require the patient to complete the registration form again and for proof of identity to be verified again.
- 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 we 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.
- The practice has the right to remove online access to services for anyone that doesn't use them responsibly.