Claypath & University
Medical Group

Application for detailed online record access

Your current details

First name	
Surname	
Date of Birth	
NHS Number	
Email Address	

Your Request

By completing this application, you will be given access to your **full** medical record after the date of the application. Entries made before this date will not be visible. Should you wish to see them, we advise you make a "subject access request" under GDPR.

Disclaimers

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	
If I choose to share my information with anyone else, this is at my own risk	
If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible	
If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	
If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible.	

Signature	
Date	
For practice staff:	
ID document seen that matches patient	
Name of medical records clerk who checked application safe to approve	

Claypath & University
Medical Group

Online Services Records Access

Patient information leaflet 'It's your choice'

If you wish to, you can now use the internet to manage appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online.

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.

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

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 Process

We advise patients to sign up using the NHS app. You need to do this within the app, where your account is created, and identity verified.

Alternatively, you can be given login details by the practice. You will need a secure password. 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.

Please bring some Identity documents when you apply i.e., passport, driving licence, and a bank or building society statement or your application may be delayed.

Exceptions

The practice may rarely remove online access to services. This is generally 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.

Your Responsibilities

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.

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.

Be careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.

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

- **Forgotten history**

There may be something you have forgotten about in your record that you might find upsetting.

- **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. If it would be helpful to you, you can ask the practice to provide another set of login details to your Online services for another person to act on your behalf. They would be able to book appointments or order repeat prescriptions. They may be able to see your record to help with your healthcare if you wish. Tell your practice what access you would like them to have.

- **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. If you require further clarification, please contact the surgery for a clearer explanation.

- **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