



## **Kingsbridge Medical Practice Online Services – Patient Information**

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 on-line. This in addition to using services by calling us or visiting Reception. It's your choice. Many patients have already signed up to this service and are finding it beneficial.

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 the decision will not affect your quality of care.

To apply for this service, complete the attached form and call in to Reception with two forms of identification, one of which must be photographic. 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.

**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 extra careful if you use a public computer to shut down the browser and switch off the computer after you have finished.**

**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 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 if this should happen.**

## 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 information before you are given login details.

### Things to consider:

#### Abnormal results or bad news

If you have access to this you may see something that you find upsetting. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact us. If this happens please contact us as soon as possible. We may set your record so that certain details are not displayed online.

#### 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.

#### Choosing to share 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.

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:

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

v5 Jan 2016