

## **Newbridge Surgery**

### **Online Services**

**Available to patients aged 16 years and over only**

Newbridge Surgery welcomes you to sign up to our online services.

Before you begin to use the online services, please read the following policy and attached agreement. Please keep this policy for your own reference.

You will need to register to access these services at the reception desk, and provide two forms of ID, including one photo ID.

Once registered you will be given a document containing your pin number and login details, so you will need to think of a password which is unique to you. This will ensure that only you can access your online services – unless you choose to share your details with a family member or carer. Please keep this document safe as it contains your personal information. The access is safe as long as you keep your passwords secure.

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| <b>By signing up to these services you will be able to</b>   |
| <ul style="list-style-type: none"><li>• Book and cancel GP appointments on line. Appointments may be booked up to a maximum of 21 days ahead.</li><li>• View appointments you have already booked with the doctor.</li><li>• Order repeat prescriptions.</li><li>• Have limited access to your medical record.</li></ul> |



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| <b>APPOINTMENTS PROTOCOL</b>   |
| <b>Appointments</b><br>Please ensure that you book your appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor, contact us by telephone. Whilst we will do what we can for you to see the doctor of your choice this may not always be possible due to unforeseen circumstances, for instance if the doctor is on sick leave or annual leave.   |
| <b>Missed Appointments</b> <ul style="list-style-type: none"><li>• If you are unable to attend your appointment please let us know as early as possible. You may cancel it online or telephone us. This will allow us to offer the appointment to another patient.</li><li>• We will be monitoring missed appointments on a regular basis. If you miss an appointment more than twice in one year we will remove the facility for you to use online booking, but you will still be able to book appointments with our receptionists.</li><li>• Sign up to our text reminder service. Please note that appointment reminders by text are an additional service, they may not be sent on all occasions. Attending appointments or cancelling them still rests with you. You can cancel this service at any time.</li></ul> |

### **Inappropriate use**

We are sure you will find this service useful. However, we will revoke your access to it if you abuse the service. For your access to be reinstated you must liaise with our reception team. Examples of what we would consider inappropriate use are:

- Booking appointments and not using them more than twice a year
- Booking appointments for other family members using your name.
- Consistently booking inappropriate appointments with the doctor.

### **Appointments for Family Members**

Unfortunately the system is not flexible enough to allow you to book appointments for family members.

## **On-line Access to Your Records**

Being able to see your record online may 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.

Initially you will be given access to your summary care record (medications and allergies). Fuller access may take up to 14 days. Once your application has been reviewed and approved you will have limited access to your medical records ie medications, allergies, laboratory test results, immunisations, problems, and coded information from consultations.

**Please note that the practice may not be able to offer you online access to all of the above areas of your record due to a number of reasons, such as concerns that it may cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone who doesn't use them responsibly**

## **Keeping your Online Health Records Safe and Secure**

### **1 Create a strong password and keep it safe**

Record systems are designed so that your information is secure. However, your password is only as strong as you make it.

- Your passwords and other information for logging in are important for keeping your records safe and secure. Set up a strong password and keep it secret.
- If you think someone might have seen your records without your permission, change your password straightaway.

### **2 Get into good habits online**

Get into some good habits to help make sure your online records stay safe. The Get Safe Online website has more information **[www.getsafeonline.org](http://www.getsafeonline.org)**

- Protect the computer or mobile device you use to access your records – for example, by locking them with a password or PIN and keeping all software up to date.
- It's best to view your records in private, and on your own computer or mobile device.

Be particularly careful about the security of your records if you're accessing them through a shared computer or while on the move.

### 3 Share your records safely, or not at all

One of the benefits of using online records is that you can share them with family members, carers or care professionals. However, sharing your records is something to think carefully about. Your records may contain sensitive and personal information that you don't want other people to see. And anyone you share your records with could keep a copy.

- Before you share your records with anyone, consider whether it's in your best interests and what they might do with the information, now or in the future. If you're in any doubt, don't share. If someone is trying to force you to share your records, inform the practice.

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.

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>

### 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.

#### **Forgotten history**

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

#### **Abnormal results or bad news**

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

#### **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.

#### **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.

#### **Security**

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.

# Newbridge Surgery

## Patient Agreement to Practice Policy for the use of Online Services

|  |   |
|--|---|
| Full Name  |   |
| Date of birth  |   |
| Address  |   |
| Email Address<br><small>A unique email address is required for online services users</small> | By giving an email address you agree to be sent healthcare / administrative information |
| Telephone number   |   |
| Mobile number  |   |

| I would like access to the following services:  | TICK |
|---|------|
| Online appointment booking  |      |
| Online repeat prescription requesting   |      |
| Online limited access to my medical record  |      |
| Text message reminders / SMS messages - If you are not currently receiving this service, please tick the box to receive it (Please note that appointment reminders by text are an additional service, they may not be sent on all occasions. Attending appointments or cancelling them still rests with you.) |      |

| I have read and understood the following statements:   | TICK |
|--|------|
| 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   |      |
| I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement   |      |
| 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   |      |
| I understand and will adhere to the practice policy for the use of online services. I understand that failure on my part to adhere to the policy may result in my online services' registration being terminated. I understand that this will in no way affect my registration with the practice |      |
| I understand it is my responsibility to advise Newbridge Surgery in writing should any of my details change, ie mobile phone number. I understand that Newbridge Surgery will continue to use the number given above until advised by myself.  |      |
| Signature  | Date |

### For practice use only

**NOTE TO RECEPTION:** The password documentation must only be given to the named patient above and is only available to adult patients aged 16 and over.

|  |   |                       |      |
|--|---|-----------------------|------|
| Identity verified through<br>(tick all that apply) | Photo ID <input type="checkbox"/><br>Proof of residence <input type="checkbox"/><br>Vouching <input type="checkbox"/><br>Vouching with information in record <input type="checkbox"/>       | Signature of verifier | Date |
| Level of Access: SCR                               | If access to medical records has been requested - Access given to Summary Care Record by above member of staff. Agreement to be passed to practice manager for review of additional access. |                       |      |
| Level of Access:<br>Detailed coded record          | Comment:<br>Signature of person who authorised:   | Date                  |      |