

Application online access to summary care records

I wish to access my medical record online and understand and agree with each statement below (please tick)

1. I have read and understood the information leaflet	
2. I will be responsible for the security of the information that I see or download	
3. If I choose to share my information with anyone else, this is at my own risk	
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	
5. If I see information in my summary record that is not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible	

Signature: _____ Date: _____

For Practice Use Only

Identity verification check done using the following identification (P)	
Photo ID	<input type="checkbox"/>
Proof of residence	<input type="checkbox"/>
Vouching with information in record	<input type="checkbox"/>
Name of verifier	Date
Notes reviewed and authorised by	Date
Date access granted	

WOODFORD MEDICAL CENTRE

Freshney Green Primary Care Centre

Sorrel Road

Freshney Green Estate

Grimsby

DN34 4GB

General Enquiries 01472 372100

PATIENT ONLINE

Giving you more choice in accessing GP services



WHAT IS PATIENT ONLINE

Patient Online will help you to take greater control of your health and wellbeing by increasing online access to services.

You have been telling us that you want to be offered more convenience, choice and control in how you access GP services. Increasingly, you also want to be informed and involved in decisions about your own care and treatment.

Evidence shows that patients who are informed and involved in their own care, have better health outcomes and are less likely to be admitted to hospital.

PATIENT ONLINE AT WOODFORD MEDICAL CENTRE

The practice has been offering online services for repeat prescriptions and access to summary records for quite a while but over the years new services have been implemented, you can now:

- * Book GP appointments
- * View up coming appointment details
- * Cancel appointments

Woodford Medical Centre

Patient Online Registration Form

Surname	
First name	
Date of birth	
Address	
Postcode	
Email address	
Telephone/ Mobile	

I wish to have access to the following online services (tick all that apply)

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record	<input type="checkbox"/>
4. Secure messaging	<input type="checkbox"/>
5. Contact details updating	<input type="checkbox"/>

If you wish to access your summary care record the please complete page 2

Signature: _____ Date: _____

identification must be checked by a member of staff at the practice.

- Prescription requests still need to be made 48 working hours prior to collection .
- The messaging service is for **non-urgent** queries only and should NOT be used for any matters requiring urgent attention. We will strive to answer your query within 48 working hours but this may not always be possible due to staff annual leave or the need to make further enquires for you from the hospital etc.
- It is your responsibility to keep your password and username secure, if you think your details have been compromised then contact the practice as soon as possible and access will be stopped, until you can come into the practice.
- You will need to book an appointment with your GP if you see any information in your summary care records about yourself that you feel is inaccurate.
- Mistakes have been known to happen, so if you see any information in your records that is not about you, please logout immediately and contact the practice as soon as possible, so this can be rectified.

- * Order repeat prescriptions
- * Update your address and contact information
- * Send us a message
- * View your summary care record

WHY REGISTER FOR ONLINE SERVICES

Online services are available 24/7, therefore you don't need to panic if you realise at 8pm on a Friday that you didn't order your repeat medication or you can't get through on the phone to book a routine appointment with a GP.

With the introduction of access to summary care records you will also be able to view some of your medical history.

REGISTERING FOR ONLINE SERVICES

Registration is easy:

1. Complete the registration form at the back of this leaflet
2. Bring the registration form to reception along with photo identification (passport or driver's licence) and proof of address such as a bank or credit card statement.

If your photo ID includes your current address, no further proof of address is necessary.

If you do not have any photo ID please check with reception what documentation will be required - for your security and confidentiality we have to be sure access to records is only given to the patient concerned.

3. You will be given a registration login for the online system.
4. Register online as soon as possible - remember to keep you login details secure.

Please note that the practice has the right to remove online access to services for anyone that does not use them responsibly.

Before you apply for online access to your summary records, there are some important things to consider.

Forgotten history - there may be something you have forgotten about in your records that you might find upsetting.

Choosing to share your information with someone - It's up to you whether or not you share 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 ac-

cess 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.

HOW TO USE THE ONLINE SERVICES

- All patients can register for the online services, this includes parents being able to register their children, but there are some rules and stipulations, these are to protect and preserve patient confidentiality or safety.
- The summary care records part of online services are only available for those patients aged 18 years and over - parents cannot view the medical records of their children.
- Appointments are only available for booking with GPs one month in advance (the system will only allow you to book up to one appointment in advance). You can cancel appointments at any time and view your booked appointment times.
- Registration to view summary care records must be done at the practice by the patient involved and