



## CASTLE MEAD MEDICAL CENTRE

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### Online Access and Services Information Leaflet

If you wish to, you can now use the internet to book appointments with a GP, request Repeat Prescriptions for medications that you are currently prescribed (with the exception of where a review is required) and look at your Summary Record online.

Being able to see your Summary 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. This decision will not affect the quality of your care.

You will be given login details, so you 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.

**Parents - On your son / daughter reaching the age of 13, your password will cease to allow access and your son/daughter will need to apply for their own password. They will need to bring their ID with them.**

**The Practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

*Continued overleaf*

It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your records have 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 your online access can be removed 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 printed copies safe, we recommend that you do not make copies at all.

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

Although the chances of any of these situations 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 Carer's. 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 Summary Record to someone else against your will, it is best that you do not apply 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 this information within your medical record may be highly technical, written by Specialists and not easily understood. If you require further clarification, please contact the Practice for a clearer explanation ( Please note that at the present time, you will only be able to access your Summary Record)*

**Abnormal results or bad news** - *You may read something that you find upsetting. This may occur before the GP has been unable to contact you or while the Practice is close (Please note that at the present time you will be unable to access test results and letters)*

**Information about someone else** - *If you read something in the Summary 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>**