



168 Locking Road | Weston super Mare | BS23 3HQ

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Access to Detailed Coded Record (Option 1)

Online Services Records Access – Patient Information Leaflet

If you wish to, you can now use Patient Access to book a blood test, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you 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 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 a Carer.

You will only be given access to 'Detailed Coded Records'. Information is recorded in your computer record in a number of ways. You will only be given access to information that has been recorded as a 'read code' during a consultation with a GP or a Nurse. You will be able to see additional information added as an 'Investigation' (laboratory tests, height, weight, blood pressure etc.). You will not be able to see the free text which is written during a consultation with a clinician. For example, you would be able to see that a consultation took place on a particular date and who it was with. During the consultation if an entry was made that has a 'read code' such as 'asthma', this would be visible to you. But if the clinician also adds text such as "woke up last night feeling dreadful with a tight chest" you would not be able to see this level of detailed text online.



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Partner GPs

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Salaried GPs

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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 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 reinstate access as quickly as possible where appropriate.

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:



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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. This may occur before you have spoken to your doctor or whilst the surgery is closed and you cannot contact them. If this happens please contact your surgery as soon as possible. The practice may set your record so that certain details are not displayed online. For example, they may do this with test results that you might find worrying until they have had the opportunity to discuss the information with you.

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.

Children

We will normally allow representatives of children who have parental responsibility access to their record. This access will be withdrawn when the child reaches the age of 13 or when they are deemed to be medically competent. The child will then need to apply for access in their own right.

We reserve the right to withdraw access when such access to a child's online record may cause distress to the child.

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, but be aware that we will be unable to provide appointments with clinicians to go through your records with you, we may sign post you to

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information to help you.

Information added by non-clinicians

Information will have been added to your medical record by administrative staff employed by the practice. Such information could be when your notes from your previous practice have been summarised and entered onto our computer system; when we receive documents from other health providers that contain data suitable for 'read coding', requests you have made to your GP relating to prescriptions or other queries, and other information we require to have in your record to support clinicians in providing healthcare to you.

Some information will have been added by other clinician staff who may not be employed by the surgery, for example community midwives and nurses. In some cases, medical records will have been transferred electronically; this will form the basis of your clinical record.

Information about someone else or information that is incorrect

If you spot something in the record that is not about you or you notice any 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:

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

To apply for Access to your 'Detailed Coded Record' please fill in the Application Form and hand it in to Reception. Remember that you will need to provide Identification unless the Receptionists already know you and can 'vouch' for you.

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Option 1

Application for Detailed Coded Record Access

Surname	Date of Birth
First Name	NHS Number
Address	
Post Code	
Telephone Number	Mobile Number
Email Address	

I wish to have access to the following services – (if you are already signed up for managing appointments and requesting repeat prescriptions you **do need** to tick these boxes again)

Managing Appointments	<input type="checkbox"/>
Requesting repeat prescriptions	<input type="checkbox"/>
Accessing my test requests	<input type="checkbox"/>
Access my detailed medical record	<input type="checkbox"/>

I wish to access my medical record online and understand and agree to the following (please tick to acknowledge):

1. I have read and understood the information leaflet provided by the practice.	<input type="checkbox"/>
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2. I will be responsible for the security of the information that I see or download.	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk.	<input type="checkbox"/>
4. If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible.	<input type="checkbox"/>
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible.	<input type="checkbox"/>
6. 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.	<input type="checkbox"/>
7. If I am applying for "proxy" access for a child for whom I have parental responsibility, I understand that this access will be revoked when the child is deemed medically competent to make their own medical decisions or when they reach the age of 13 (whichever is sooner).	<input type="checkbox"/>

Signature	Date

Please note it may take up to 20 working days before your request is processed.

For Practice Use Only

EMIS Number:		
Identity verified by	ID	
	Driving License	<input type="checkbox"/>
	Passport	<input type="checkbox"/>
Date	Birth Certificate	<input type="checkbox"/>
	Other (Please write)	

Detailed Access
This record needs to be checked for sensitive information appropriateness of access for patient.



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Initial Data Check by:		Date:	
Record Suitable for Access	<input type="checkbox"/>	Record Requires GP to Check	<input type="checkbox"/>

GP Check by:		Date:	
Record Suitable for Access	<input type="checkbox"/>	Record NOT Suitable for Access	<input type="checkbox"/>
If not suitable reason:			

If not suitable, contact the patient to discuss	
Patient contacted by:	Date:



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