

The Cottons Medical Centre

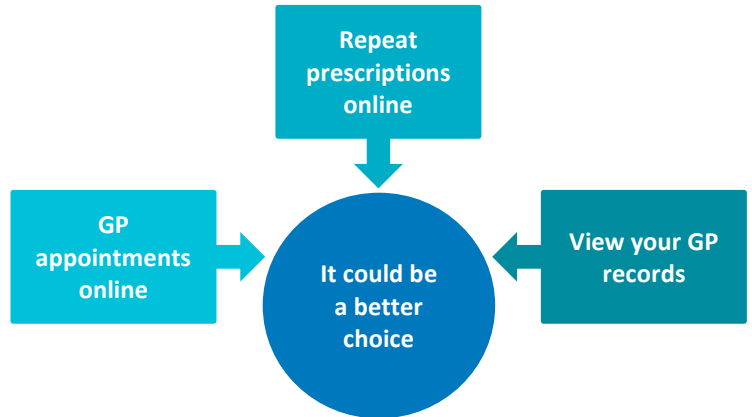
Online Services Records Access

Proxy information leaflet 'It could be a better choice'

If you are the parent, guardian or carer for a patient registered at The Cottons Medical Centre you may wish to have access to their medical record to improve their care. You can now use the internet to book appointments with a GP, request repeat prescriptions for any medications taken regularly and look at their medical record online. You can also still use the telephone or call in to the surgery for any of these services as well.

Being able to see the record online might help you better manage their medical conditions. It also means that you can even access it from anywhere in the world should you need. If you decide not to join or wish to withdraw, this is your choice and practice staff. This decision will not affect the quality of patient 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 other family members or carers.



It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that the record has been accessed by someone 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 the 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 practice has the right to remove online access to services for anyone that doesn't use them responsibly.

Before you apply for online access to the patient 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.

Things to consider

Forgotten/unknown history

There may be something you have forgotten or been unaware of in the medical 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 others

It's up to you whether or not you share the information with others – perhaps other family members or carers. It's your choice and should be done in the best interest of the patient. It will be your responsibility to keep the information safe and secure.

Coercion

If you think you may be pressured into revealing details from the patient record to someone else against your will or against the best interest of the patient, it is recommended that you do not register for access at this time.

Misunderstood information

The medical record is designed to be used by clinical professionals to ensure that patients receive the best possible care. Some of the information within the 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 the patient 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 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>