

# STABLE FOLD SURGERY

## Consent for SystmOnline Patient Access

At Stable Fold we offer our patients online access to book appointments for the doctor, order their repeat prescriptions and view your GP medical record online to look at your medical history, past and current medication and your allergies.

If you would like to have secure online access to your records, we need to make sure that you understand what this involves and that you are happy for us to use the information about you (provided below) to set up and operate the service.

The following form will take you through the things you need to think about. We have provided a detailed guide about online access to medical records and which you should also read before completing this declaration.

By signing this form you will be giving us your permission to go ahead with setting up the service for you. If you decide not to join, or wish to withdraw, it will not affect your treatment in any way. Photographic I.D. must be provided, you will then be given an access code and password to log into our website.

### Patient Details

<b>Surname</b>	
<b>First Name(s)</b>	
<b>Date of Birth</b>	
<b>NHS Number</b>	
<b>Address</b>	
<b>Telephone Number</b>	
<b>Mobile Number</b>	
<b>Email*</b>	

\* If this email account is shared with others, please consider whether you agree that it can be used to send you confidential information about your account/services used.

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

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Limited access to parts of my medical record	<input type="checkbox"/>

**Declaration (please tick response as appropriate)**

	YES	NO
1. I agree to my GP Practice giving me access to my record online.		
2. I have read and understood the patient guide about online access to medical records and test results.		
3. I agree to use the system in a responsible manner in accordance with all instructions given to me by the Practice. If not access may be withdrawn.		
4. If I see information which does not relate to me, I will immediately log out and report the matter to the Practice as soon as possible.		
5. I agree that it is my responsibility to keep my username and password secure. If I think these have been shared inappropriately, I will reset them using the instructions supplied. I am also responsible for keeping safe any information I may print from the record.		
6. I agree that my details below may be used to contact me about how useful I find the service and whether it could be improved.		
7. I understand that online access is granted at the discretion of the Practice, taking into account my best interests. I will be informed of any decision not to provide access or withdraw access. Please note, this does not affect your rights of Subject Access under the Data Protection Act.		

**Other considerations**

The Practice makes every effort to record information as accurately as possible, however, there may be information that you do not feel is correct.

	YES	NO
1. If I notice any inaccuracies with my record, I will inform the Practice as soon as possible of any errors or omissions.		
2. I understand that I may see information on my record that I was unaware of or have forgotten about that could cause me distress.		
3. I agree to use the system in a responsible manner in accordance with all instructions given to me by the Practice. If not access may be withdrawn.		
4. I understand that, as before, I will be informed by the Practice of any test results that require action. However, I understand that I may see these results online before the Practice has been able to contact me. This could be while the Surgery is closed and there is no one available to discuss with me.		

Once you have completed this form, your usual GP will review your medical records. This is to check that there is no information that your GP thinks you may have forgotten about or may find distressing. Your GP will either authorise access to your records or may, in the circumstances above, ask you to attend a consultation to discuss information in your records before authorising access.

Once access to your records has been authorised by your usual GP, we will contact you to inform you that your access has been set up. Please remember to keep all your account details secure.

If you have any queries or concerns about your records or the service or wish to withdraw from the service, please ring us on 01942 813678.

To be signed at Reception by patient:.....

Date: .....

\_\_\_\_\_

**For Practice Use**

Photo I.D. Shown:  Date: \_\_/\_\_/\_\_\_\_ Identity verified by (initials):....

Vouched for by:  .....

GP authorised: Yes/No

Name of GP .....

Date: .....

Account enabled by: .....

Date: .....

Patient informed: Yes/No

Date: .....

***Please scan completed form into patient medical records***

# STABLE FOLD SURGERY

In

Westhoughton

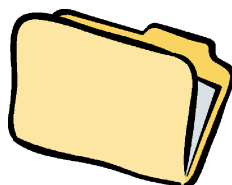
## Viewing Your **Medical Records Online**

The Surgery has a clinical system SystmOne that, through our website, allows patients to easily and quickly view their electronic medical information held about them by their GP Practice, order repeat medication and book appointments online.

The information is easy to navigate and has links to other resources such as patient information leaflets about diseases, tests, investigations, support groups and medications.

Our Website:

[www.stablefoldsurgery.co.uk](http://www.stablefoldsurgery.co.uk)



### **How do you view your medical records online?**

You will need to be connected to the Internet and have a PC, tablet or smart phone with Internet access.

You will need to understand what the system does, what your responsibilities are and how your data is stored.

You need to think about and fill in the Consent to Online Access Medical Records questionnaire to demonstrate your understanding of being able to have online access to your medical record.

You will need to sign a consent form before you start using the system.

Bring your consent form and your questionnaire with you to the Surgery. Please bring proof of identity too – ideally a passport or photo driving licence. (You may already have submitted proof of your identity for online booking of appointments. However, for security purposes, the administrator will need to check this again).

Your records will need to be checked by the records administrator. This will take up to 14 working days. Occasionally, you may be asked to discuss the contents of your record with a doctor before gaining your own full access.

Any data held by the Practice concerning you is subject to the regulations laid down in the Data Protection Act (1998). The consent is between you and the Practice.

After 14 working days you will have access to your record.

### **Viewing your medical record**

Go to our website [www.stablefoldsurgery.co.uk](http://www.stablefoldsurgery.co.uk) Assuming you have already created your account for access to online booking, choose SystemOne online and “view medical record”.

### **FAQS about Medical Record Access**

#### **What can I see on the Online Medical Record Viewing System?**

The system allows you to view the following areas of your medical record:

**Medication:** View and request.

**Appointments:** View, book & cancel

**Medical Records:** A summary that gives you the most important and recent entries in your health record, and detailed coded records.

**Only coded entries will be visible on your medical record.**

#### **Why have an Online Medical Viewing System?**

This Practice believes that it is important for improved patient care and learning that you are involved in your healthcare as much as possible.

‘Patients have the right to see their medical records, though in practice much communication between professionals is not available to the patient concerned. Patients often do not know why they are being referred or what is being said about them’ The NHS Plan.

#### **Advantages to you, the patient:**

No ringing or coming into the Surgery to drop off prescription requests or make appointments. You can check the accuracy of your medical care.

#### **Can you turn it off?**

Yes. We can turn off the access in part or altogether if you wish. There also may be occasions when the practice considers it is in your best interest to turn it off. This decision would of course be discussed with you including the reasons why the decision has been made.

## **Where is my confidential medical information held whilst I am viewing my Online record and who has access to it?**

The information you view on the online system comes from the clinical system in your GP Practice. Portions of this information are encrypted, this means it is very difficult for someone else to intercept and read the information.

Your information is securely sent from the GP system to your web browser. None of the medical information that is shown on the online system is held permanently on any computer except the computer which holds the original data in the GP Practice. When you log off from the online system or if a problem occurs with your computer/tablet, for instance a power failure, all your confidential medical information is cleared from the online system.

## **How will other people be prohibited from seeing my record?**

To view your online Record you have to identify yourself with passwords and PINs that only you know. Unless you reveal this information to someone else you will be the only person able to access your medical record via the online system.

## **What if I find an error in my medical record or if I see someone else's medical information?**

If you find any errors or missing information in your medical record you can tell the medical records administrator. She will ask the Practice Manager to contact you. She will correct the error or refer your query to a GP. If you see someone else's medical information you should immediately exit from the system and inform the practice staff.

## **I would like to view my children's records or someone else's record**

Each person must usually fill in their own questionnaire. Until they are of an age when they can make decisions for themselves, you can apply to view their records by filling in the consent form for a child or dependent.

If you wish to view an elderly relative or are a carer for a patient you will need to ask them for written consent.

## **What are the advantages and disadvantages of medical record access?**

The patient has an active role in their own healthcare. You may be in another country and taken ill. You can decide to allow the doctors to access your medical records. If you wish, and only if you wish, you can share your records with a carer or relative. You can check information about medication.

You may find information in your history you want to put to the back of your mind but are now confronted with. You may read bad news before the Doctor does. In either case, ring the Surgery and ask for a telephone consultation with a GP.

## **Remember to log out of the system when you are finished**