



Information leaflet

Before applying for patient access, we would appreciate if you could read the following guidance.

What is patient access?

Currently over 20% of our practice population uses online patient access to book appointments online, order repeat prescriptions and change their contact information.

Unfortunately due to the nature of the information the online access is only offered to eligible patients over the age of 16.

Please note - this is not the same as requesting copies of your records in accordance with the Data protection act 1998 and Access to medical records act 1990. Should you wish to have copies of your paper and computerised records, this is done on a separate form and may incur a charge. Please contact reception for more information.

How do I register for patient access?

If you do not have patient access but would like to have it, please complete forms on our website www.firshouse.com or ask reception for a form. This form requires 2 pieces of identification (photo ID and proof of address) this is because the information being released is confidential and should only be given to the person requesting it. The online access allows you to book appointments online, order repeat prescriptions and change your contact information.

Should you decide you would like to view your medical records (detailed coded records), you would need to complete another form.

What Identification do I need?

In order to be able to complete your request, you will need to provide 2 forms of ID - one photographic (i.e passport, driving license) and one with proof of address (i.e driving license, bank statement or utility bill) no more than 3 months old.

The practice will then take a copy of the ID and file with your request form. If you use your driving license as photo ID you cannot use this for proof of address. We need to see the evidence of 2 separate pieces of identification.

Is it safe & secure?

You will need to keep your password safe and be careful when you access your information.

Once you completed the form for patient access, you will be given a special access password by one of the reception staff. This is only valid for 2 weeks. So you will have 2 weeks from being given the Pin to register for patient access on-line. After this time it will become invalid and the process will need to be repeated.

Should you feel your account has been accessed without your permission or unlawfully you should contact the practice straight away who can deactivate your account for you. Patient Access is owned by Emis who is also our clinical system provider. They have gone through all the necessary requirements to ensure that it is as safe as possible for you to use.

If you wish to see your medical records, you will be required to apply for a Detailed Coded Record Access (DRCA) – this access is only granted once it has been authorised by a GP. Please allow us 21 days to do this. For the safety of some patients, they may not be granted access to their own record because it may be detrimental to their own health and wellbeing to do so. This is down to the discretion of the GP and if you are denied access you will be informed of the reasons why.

What is coercion?

Firs House and Telegraph Street Surgery

'Coercion' is the act of governing the actions of another by force or by threat, in order to overwhelm and compel that individual to act against their will.

If you feel you may be pressured into revealing or getting details from your patient record to someone else against your will, it is best you *do not* register for access at this time, alternatively please contact the surgery and speak to the Practice Manager.

What are the risks for me?

In the future you may have the ability to view your full record, but please remember that there may be something in your record that you do not want to be reminded about. There may be forgotten history (something you have forgotten about) and may find upsetting. Some of the language may be difficult to understand. Abnormal results or bad news, you may see something before you have spoken to a doctor about it.

What are the advantages for me?

You will be able to book appointments online, order repeats and change information online. If you feel something is wrong in your record please contact the surgery immediately.

Inappropriate use of the system

The practice will be monitoring use of the service and we hope you will find it useful.

We would consider inappropriate use of the online system as - Sending inappropriate/abusive messages, booking appointments and not using them, booking appointments for other people under your name, consistently booking inappropriate appointments with the GP.

Should we feel a user is abusing the system, we have the right to revoke their access.

What if I want to see my childrens record?

Unfortunately we are unable to provide parents access to their childrens record. Children under the age of 16 (normally within the ages of 12-16) will be considered to be "competent Minors" and may give or withhold consent for parents to access their records.

Therefore we are only allowing access to patients if they are aged 16 or over due to confidentiality.

Should you have any other questions, please contact the surgery and ask for the Practice Manager on 01223 234286.