

The Hart Surgery

Henley-on-Thames



PATIENT ONLINE ACCESS INFORMATION SHEET

Online Services available to patients

BASIC ACCESS

- **Booking an appointment online**
- **Ordering repeat prescriptions:** *For any medication you take regularly. You can also request for your medication to be sent directly to a pharmacist of your choice rather than having to collect a prescription from the surgery first.*
- **Changing your contact details**

ENHANCED ACCESS

All the above plus:-

- **Viewing your medical record:** *This includes Problems, Medications, Test Results, Consultations (excluding free text entries), Immunisations and Allergies*
- **Sharing your medical record:** *sharing your medical record generates a link that you can share with a health professional or relative for 24 hours. You can stop sharing your medical record at any time.*

You may still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Age Restrictions

Children Under 12 Parent/Guardian Access	Parents may find it helpful to have an online account for their children to arrange appointments and order prescriptions. An adult with parental responsibility can apply for an account on their child's behalf until the age of 12.
Age 12-16 No guardian Access Basic Access Only in own right	At 12, online access will be turned off. This is to avoid compromising a young person's right to confidentiality surrounding their healthcare as they reach an age when they may wish to see a doctor without a parent present. A child over the age of 12 may wish to apply for their own account and should discuss this with a GP
Age 16+ Basic or Enhanced Access	Enhanced access is subject to GP approval

What are the advantages of using online service?

Being able to see your record online might help you to manage your medical conditions. It also means that you can 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 should not affect the quality of your care.

What if I am already registered for Basic Access but wish to upgrade to Enhanced?

There is a section on the [Request for Online Access form](#) where you can request an upgrade but it must be approved by a GP and can take up to 20 working days to process.

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

Things to Consider	
	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 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 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.
	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.
	Information about someone else If you spot something in the 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.

What about confidentiality?

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.

What is the registration process?

- You must start by filling out our [Request for Online Access form](#) which is available via our website.
- Bring the form to reception where you will need to supply two types of ID, one of which must have your photo on such as a passport or driving license and the other must have your address one.
- If you request basic access (ie without access to your medical history) you should be able to be given log in details on the spot. However if you request online access to your medical history, this will have to be approved by a GP and can take up to 20 working days.

Why might a GP not approve my application?

It would be unusual for a GP not to approve access to your records but if there was a safeguarding issue, a 3rd party's right to confidentiality might be compromised or it might be

detrimental to your mental health your GP might not feel able to approve full access. If this were the case they would wish to talk it through with you.

More Information

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'](#).

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