

<b>Hazlemere Surgery</b>	<b>Desborough Surgery</b>
Tel: 01494 711954	Tel: 01494 526006
www.desborough.gpsurgery.net	

## Application for access to: **ONLINE SERVICES**

*(patients must present in person with photo ID - not available for patients under 16years)*

<b>First Name:</b>	<b>Date of Birth:</b>
<b>Surname:</b>	<b>Age:</b>
<b>Address:</b>	
<b>Postcode:</b>	
<b>Email address:</b> <i>(a unique email address not used by another family member registered at this surgery)</i>	
<b>Telephone number:</b>	<b>Mobile number:</b>

**I would like to have access to Online Services for the purposes of: (tick as required)**

• booking and cancelling appointments	<input type="checkbox"/>
• ordering authorised repeat medication	<input type="checkbox"/>
• viewing certain aspects of my medical record (entries from this date forward only)	<input type="checkbox"/>

**I understand and agree with each of the following statements (tick)**

1. I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
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. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<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"/>

<b>Signature:</b>	<b>Date</b>
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### **Electronic Prescription Service (EPS)**

EPS is a safe and secure alternative to the paper prescription and we require all Online Service users to nominate a pharmacy to receive their EPS prescriptions. Once your repeat prescription request has been authorised by a GP it will be electronically sent to your chosen Pharmacy (there will be no need for you to visit the surgery to collect the paperwork). **Please provide the details of your chosen pharmacy (you can change pharmacy at any time).**

<b>Pharmacy Name:</b>	
<b>Pharmacy Address:</b>	

***Please present this form in person at reception with your PHOTO ID and proof of address.  
You may be contacted by a Doctor to discuss the content of your medical record before online access is granted.***

**For practice use only**

Verification Method:	<input type="checkbox"/> Photo ID	<input type="checkbox"/> Vouching with information in record
Types of ID seen: .....		
ID verified by:		
Name:.....	Date:	
<b>Full Medical Records Authorisation</b>		
Approved by		
Name:.....	Date:	
Account Activated/Upgraded by:		
Name:.....	Date:	

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## Online Patient Services

**Desborough & Hazlemere Surgeries are pleased to offer Online Services to our patients. There are different levels of access and some information is restricted.**

**BASIC access to Online Services will allow you to:**

- \* **book and cancel appointments**
- \* **order authorised repeat medication**
- \* **view any recorded allergy information**

**FULL access to Online Services will allow you to view certain aspects of your medical record, some areas are restricted to only show entries made from a specified date i.e. the date at which you signed up for Online Services.**

- \* **immunisations**
- \* **diagnosed problems**
- \* **laboratory test results (restricted)**
- \* **documents (restricted)**
- \* **coded consultations (restricted)**

**Access to historical medical records must be made via a Subject Access Report (SAR) and approved by your GP.**

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## Online Services Records Access

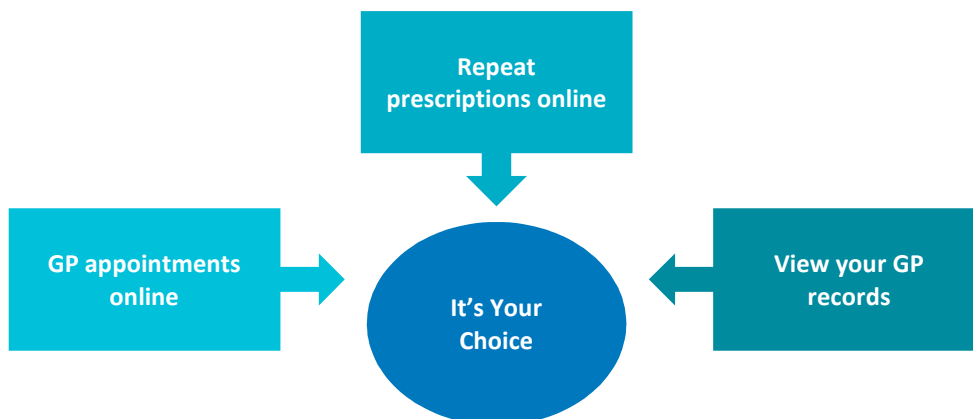
### Patient information leaflet ‘It’s your choice’

If you wish to, you can now use the internet to book appointments with a GP, 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 to 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 carer.

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



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.

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## Before you apply for online access to your 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.

### 1. 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.*

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