

INSTRUCTIONS FOR REGISTERING FOR ONLINE SERVICES

Thank you for applying to register for online services.

With effect from 31 March 2015 new services are available and additional safeguards are required to be put in place before registration can be accepted.

- Please carefully read the attached Information Leaflet
- Please complete the Application Form attached
- Please note the additional documents required when applying
- Please bring the completed form and requested documents to one of the registration times specified below. It will be necessary for a member of staff to check the form submitted and photocopy the required documents
- Once processed, confirmation of your acceptance and log-on instructions will be forwarded to you in the post

REGISTRATION TIMES from 31 March 2015

In order to accommodate patients who would find it difficult to register during the day, our registration times are:

MONDAY to FRIDAY 5 PM - 7 PM

SATURDAY & SUNDAY AFTERNOONS 2 PM - 5 PM

If you are unable to return your forms during the above times, contact the Admin Registrations Team on 020 8866 5766 extension 201 or 203 who will try to assist in arranging alternative times to meet with you.

**PLEASE NOTE ALL APPLICANTS ARE REQUIRED TO HAND IN THEIR OWN
APPLICATION FORMS AND SUPPORTING DOCUMENTS**

Patient Online: Records Access

Patient information leaflet 'It's your choice'

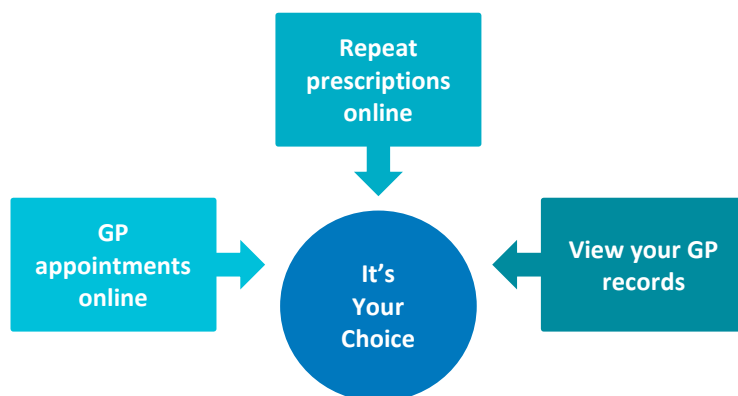
If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

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. In general this decision will not affect the quality of your care.

Only the over 16's can be registered. As a child grows older it acquires the right to having its records kept confidential even from its parents, parental access is only acceptable with the child's permission. If you feel you need access to your child's records for a specific reason then you will need to state the reason in writing, each case will then be reviewed on an individual basis.

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.

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.

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>

Pinn Medical Centre

Patient Online:Registration form. Access to GP online services

Surname			
First name			
Date of birth			
Address			
Postcode			
Email address			
Telephone number		Mobile number	

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

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record	<input type="checkbox"/>

I have provided the following documents as proof of identification:

1. Photo ID (e.g. passport, driving licence)	<input type="checkbox"/>
2. Proof of address (e.g. recent bank statement or utility bill)	<input type="checkbox"/>

Application for online access to my medical record

I wish to access my medical record online and understand and agree with each statement (please 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. I confirm that I am over 16.	<input type="checkbox"/>
4. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
5. 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"/>
6. If I see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible	<input type="checkbox"/>
7. I declare that the information given by me is correct to the best of my knowledge and that I am entitled to apply for access to the health records referred to above under the terms of the Data Protection Act 1998	<input type="checkbox"/>

Signature		Date	
-----------	--	------	--

For practice use only

Identity verified through (tick all that apply)	Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID <input type="checkbox"/> Proof of residence <input type="checkbox"/>	Name of verifier	Date
Name of person who authorised (if applicable)			Date
Date account created			
Date passphrase sent			