

Garswood Surgery

About Online Access

YOU CAN GO ONLINE TO :

- Book appointments
- Order your repeat medicines
- View your medical record and test results



DOWNLOAD THE FREE PATIENT ACCESS APP TO
ACCESS USING A SMARTPHONE OR TABLET
OR VISIT www.patient.emisaccess.co.uk



If you are applying for access to book appointments *only*, we do not need any proof of ID but to order prescriptions online and/or view your online medical record and test results we require the following:

- Photo ID, eg., passport, driving licence or bus pass
- Proof of address, eg., utility bill, council tax notice, etc
- Your completed On-Line Access Consent Form

**PLEASE SPEAK TO A MEMBER OF THE RECEPTION TEAM WHO WILL
BE HAPPY TO HELP OR VISIT**

WWW.SUPPORT.PATIENT-ACCESS.CO.UK

PATIENT ONLINE ACCESS –

FREQUENTLY ASKED QUESTIONS

What is Patient Online?

Patient Online means that you can choose to:

Book and cancel appointments with your GP or Nurse online

Order Repeat Prescriptions online

Look at some of the information in your GP online record online.

Access your test results online

You will be able to do this on a website using a computer or via an app on a tablet or smartphone.

Online Services are free to use and are just another way of contacting the surgery. You can still ring us or come to the surgery in person like you do now but online services can save you queuing on the phone or at the desk.

You can also order your repeat medicines online to save queuing at the desk or needing drop in a prescription request every month

WHY SHOULD I USE PATIENT ONLINE SERVICES?

You can book and cancel appointments with your doctor or nurse online, when it suits you. Your surgery will choose which appointments can be booked online.

Some patients have found that they save money and time as they don't need to make a special trip to their surgery to order repeat prescriptions

You can look at your online records whenever you want, even from the comfort of your home, and find answers to questions you may have without ringing the surgery. You can also access your test results and view the GP's comments.

Having access to your GP online record for example, test results, helps you to be more in control of your health and well-being.

People who have long term conditions, e.g. diabetes, hypertension or coronary heart disease, have found that looking at their test results online helps them make positive changes to improve their health. They can see if their condition is improving or getting worse by looking at past test results.

WHY ARE YOU OFFERING PATIENT ONLINE SERVICES?

The NHS has listened to patients over the last four years and many patients have said that they want to see their records so they can be more involved in their own care. Patients have also said they wish to be involved in deciding how they can best be treated and cared for. Patient Online services are a part of making this happen.

HOW CAN I GET ACCESS TO MY GP ONLINE RECORD?

You will need to fill in a short form obtainable from reception or you can download this from our website www.garswoodsurgery.co.uk

Each patient will need to have their own email address to register. The email address used cannot be a shared email as the accounts set up are secure, patient specific accounts linked to your individual medical records.

For security purposes we will need verify your identity so that we can be sure that you are who you say you are. For this we will require photo ID and proof of address. You can email your completed application, proxy consent (if applicable) and your ID information (scanned or attached photographs are acceptable) to:

garswood.surgery1@nhs.net

Or if you ask at reception a member of staff will be pleased to assist you.

Once the necessary checks have been completed, we will provide you with a unique username and password to access online services (we recommend you keep your password secret and change it regularly).

If you do not have any ID and are well known to the surgery staff, a member of staff may be able to confirm your identity.

If you are not well known to us, we may ask you questions about the information in your GP record to confirm the record is really yours.

Please don't abuse the service (eg, by booking 'just in case appointments' or attempt to over-order medication). We may refuse or restrict your access in such instances

We can also refuse or withdraw access to records if we feel it is not in your best interest to use GP online services. If this happens, we will discuss our reasons with you.

HOW CAN I MAKE SURE NO ONE ELSE CAN SEE THE INFORMATION IN MY GP ONLINE RECORD?

Only you, and anyone your give permission to, will be able to see your online record. This can be a family member, a friend or a carer.

When you sign up for GP online services, you will be given a secure username and a password. These details are unique to you and, along with your personal information, will not be shared with anybody else unless you choose to share them.

WHERE IS MY INFORMATION KEPT?

Your information is kept within our computer clinical system. In many cases, older information will be held in an electronic archive. When you use GP online services you will only be able to see the information we hold about you on our computer system. If you wish to see the information in your paper records, we will be able to advise you and a fee may be payable.

WILL MY CARER BE ABLE TO SEE MY ONLINE RECORD?

If you want your carer to see your GP online record, we will be able to help. You will need to give us permission for your carer to see or discuss your GP online records. You will need to complete a "proxy access" form.

IF I ALLOW ANOTHER PERSON TO ACCESS MY GP ONLINE RECORD CAN I CHOOSE WHAT THEY SEE?

You can ask us to allow a family member, friend or carer access to some of your online information. For example, you can select what your chosen person can see such as, only online appointments or just some of the information in your records.

HOW WILL YOU MAKE SURE THAT PATIENTS ARE NOT FORCED TO SHARE THEIR GP ONLINE INFORMATION?

When you ask us to register you for GP online services we will look at your request and do everything we can to make sure you are choosing to use online services and that you are not being forced.

If you choose to let another person see your GP online record, we will look at your request and do what we can to check if your chosen person should be allowed to see your GP online record.

IF I DON'T HAVE A COMPUTER, TABLET OR SMART PHONE WHAT WILL IT MEAN FOR ME?

Online services are an extra option for those who wish to use them and will not replace other ways of contacting us such as by phone or in person.

By freeing up phone lines and reducing the need for people to visit in person, we have found that patients who do not have a computer find it easier and quicker to contact us.

IS THERE ANY HELP IN GETTING STARTED ON THE INTERNET?

There are a number of different services for people who want to use the internet. Many are provided by local authorities, colleges and charities. The best place to start would be your local library.

NHS England is also working with the Tinder Foundation to support people who want to make better use of the health information that is available on the internet. You can find out more at: www.tinderfoundation.org/whatwedo/uk-online-centres

WHAT IS THE MINIMUM AGE TO START USING ONLINE SERVICES?

While there is no official minimum age limit for using online services, children under the age of 11 would not be given access as they would usually be considered too young to fully understand their records.

If a young person aged between 11 and 16 years asks to use online services, the GP will do a test to check if the young person is ready to use these services. This test or assessment is known as Gillick or Fraser competence.

Once a young person reaches the age of 16, they are considered able to understand how to use GP online services and will in most cases be given access. If we have any concerns, we will discuss with the young person.

DO I HAVE TO USE ONLINE SERVICES?

No, you can choose not to use GP online services. You can still ring or come into surgery in person like you do now

WHICH APPOINTMENTS WILL I BE ABLE TO BOOK ONLINE?

We have allowed all pre-bookable appointments to be booked online. If you are already registered for online services, you will see which appointments you can book online. If you are unable to see an appointments when you go online, just keep checking as they have been set up to be released on a gradual basis throughout the day. In most cases, if you require an emergency appointment, you will need to ring us.

HOW FAR BACK WILL MY GP ONLINE RECORDS GO?

Currently, we are required to make medical records entries added after 1 April 2016 available to view online.

For further information about Patient Online, go to:

<https://www.england.nhs.uk/ourwork/pe/patient-online/>

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

It can take up to 48 hours for a test result to be actioned by a clinician but once it has been seen the clinician will add a comment which will state if any further follow up action is required. If there is no comment against a result then it has not been seen by a clinician

If your GP has given you access to test results, and you see something that you find upsetting to you, please be assured that, if urgent follow up is necessary we will contact you.

The reception staff are unable to give you any further information

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.

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.

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 us for a clearer explanation

Doing your own research

Please bear in mind information found on Google is often inaccurate and unnecessarily alarming. If you wish to research something about your health so you can find out more about something you see in your medical record, we promote the use of NHS Choices which can be accessed through the 'Health Advice and Information' section of the surgery website www.garswoodsurgery.co.uk.

NHS Choices provides an award-winning, comprehensive health information service with thousands of articles, [videos](#) and [tools](#). Providing an A-Z of symptoms, conditions, medicines and treatment along with a wealth of information about healthy living, support services and health news, the information on the site is freely available to everyone, and has [syndicate content](#) with over 600 partner websites, including over 200 NHS organisations, Boots, Mumsnet and Microsoft, helping you to make the best choices about your health lifestyle, and making the most of NHS and social care services in England