

## To apply & register

You may have already signed up to other online services, but due to the highly confidential nature of this service, we require all patients to bring their ID to be validated.

You will need to visit the surgery with the application form completed, and two documents: one showing proof of your address and the other being an item of photo ID.

The reception team will add your name to a waiting list for a member of the clinical team to approve your request. Once approved you may be able to view certain elements of your medical record

Please note that clinical work always takes priority over admin such as this, so please bear with us if it takes a little longer.

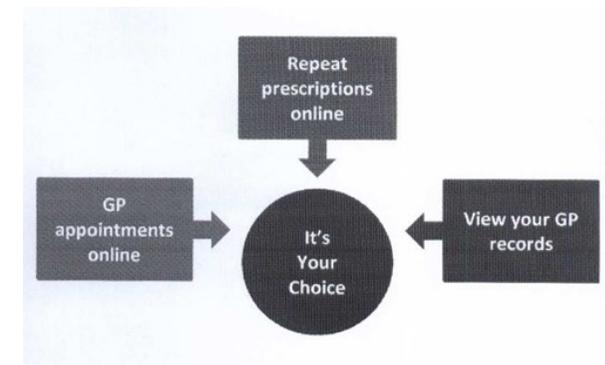
**Online access for children will cease at 11 years old. A new application must be submitted from that date to continue to have access to these services.**

More information:

For more information about keeping your records safe and secure, you will find a helpful leaflet produced by the NHS: <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/>

# Penketh Health Centre

## Online Access to Medical Records Patient Leaflet



### Online Services Records Access Patient information leaflet.

If you wish to, you can now use the internet to book appointments with a GP/Clinical Practitioner, request repeat prescriptions for any medication you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for appointments 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 access your records from anywhere in the world should you require medical treatment whilst on holiday.

If you decide not to join or wish to withdraw, this is your choice and the Practice staff will continue to treat you in the same way as before.

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)

**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.**

#### Things to consider

**Forgotten history** There may be something you have forgotten about in your medical record that you might find upsetting. Medical records as historical data so can not be deleted or altered.

**Choosing to share information with someone** It's up to you whether or not you share your information with others, 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 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 may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery and speak to a member of the management team who will obtain a clearer explanation.

**PLEASE DO NOT MAKE AN APPOINTMENT WITH A GP AS THIS IS NOT REQUIRED.**

**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