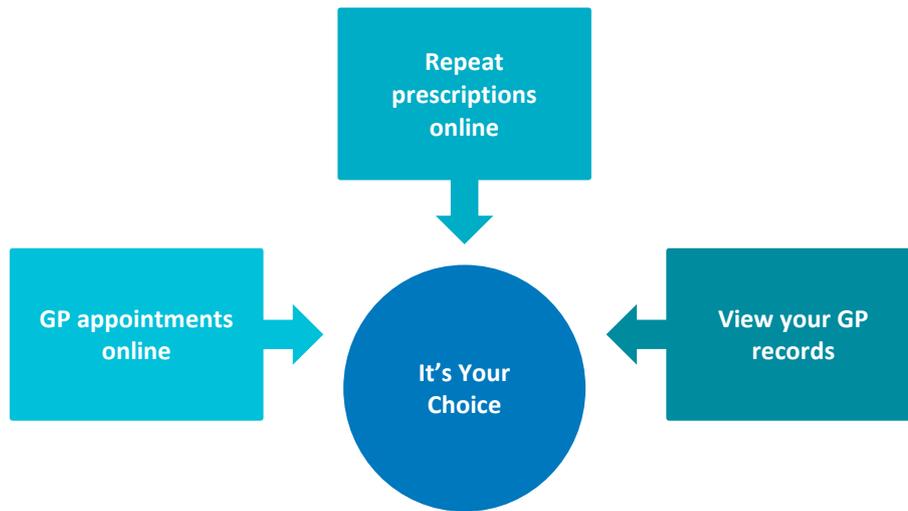


# University of Reading Medical Practice

## 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 selected parts of 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 whether you take advantage of some, all, or none of the above options.

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 you simply need to advise the practice. Your decision will not affect the quality of your care.

You will be given unique login details, so you will need to think of a password which is secure. 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 without your permission, 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 assist.

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

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

**We will require TWO pieces of ID, one piece of photographic identification and one recent non-photographic correspondence e.g. bank statement (we are unable to accept utility bills) to complete the registration process.**

## 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.

#### Accessing on behalf of a child or patient for whom you have legal responsibility

Please note access on behalf of a child will be withdrawn when they attain 11 years of age. Access can be re-established by the child themselves

### 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>