

Online Access Patient Information Leaflet

Viewing your medical records online – important facts & things to consider

Online Services available for you to sign up for as a patient at this Practice are

Appointment Booking / Cancelling

Prescription Ordering

Medical Record Viewing (to limited areas of medical records as listed on next page)

This leaflet is designed to explain Medical Record Viewing Online, how to sign up, what you will be able to view and some hints and tips about what you may see.

Sign Up Process

If you wish to sign up for any online service please complete the application form available from Reception

Applications forms must be presented in person to the Receptionist. Each person making an application must present in person. Photo ID will be required in order to gain access.

Reception staff should be able to grant access for appointment booking and ordering prescriptions at the time and provide you with log in details. However if you have requested access to view your records – this section will take longer to activate but should be available to view within 2 weeks unless you are informed to the contrary.

Medical Record Viewing

There are various parts of your medical record that you can sign up to view online from just your medications and allergies to all your history (excluding free text and letters).

Your Practice will review your records and the level of access that you request in order to determine if it is appropriate for you to have access. Reasons for non-approval of access requests include over 11 year olds requested by the parents where the child has not given consent, or where sensitive information is included in the medical records or where having access may not be in the patients best interests.

You may request access to the following areas

- Medications
- Allergies
- Test results
- Immunisations
- Problems / diagnoses
- History
- Consultations

Online access is not currently available for:

- Free text entries – the long hand of what's been written
- Letters from consultants, A&E etc.
- Letters written about you i.e. referrals to consultants

It is important when requesting access that you only sign up for the items you wish to view.

Problems / Diagnoses

Our computer system is indexed using Problem titles; this is just another way of saying Diagnoses. These will appear as a list and there are links to useful information alongside them which may help explain unfamiliar medical terms.

History & Consultations

You will be able to view all your history that the Practice has a record of electronically via diagnosis name or test result only. Long hand comments by clinicians are not available at this time. The free text comments that the clinician may make during your consultation will not be available at this point in time.

Test Results

Laboratory results are tools helpful in evaluating the health status of an individual. It is important to realise that laboratory results may be outside of the so-called "normal range" for many reasons.

These variations may be due to such things as race, dietary preference, age, sex, menstrual cycle, degree of physical activity, problem with specimen collection and/or handling, the effects of prescription or of non-prescription drugs, alcohol intake and a number of non-illness related factors. A result "out of range" may well also be entirely normal for you as an individual.

Any unusual or abnormal results should be discussed with the GP who ordered the test. It is not possible to diagnose or treat any disease or problem with a test alone.

GPs always put comments alongside test results but these will not be available to view at present, however these should be available later in the year

What the GPs comments mean

- Normal, no action –The GP has reviewed the result and deemed it to be in the normal range and no further investigation or action is required
- Satisfactory – The GP has reviewed the result and deemed it to be within or close to the normal range and therefore this is not a concern. Some patients have consistently abnormal results that are normal for them.
- Abnormal, contact patient – The GP has reviewed the results and wishes to speak with you about these – this may be a telephone call or an appointment
- On correct medication – The GP has reviewed the results and the medication that you are taking is appropriate i.e. antibiotics for a urinary tract infection, thyroid blood tests within range & on correct dose of medication
- A variety of other comments may be seen.

Accessing your childrens records

Parents may request to view their childrens records online; however the Practice needs to have a system in place to withdraw access when the child may be in a position to make their own decisions.

At this time the Practice policy is to switch off access when the child reaches their 11th birthday. The decision has been based on guidance from the Royal College of GPs whose view is that children over this age may be deemed competent to understand their own health care needs by a clinician and therefore access by parents should only be with the child's consent.

What to do if you do not agree with something in your medical record?

You may not agree with an entry in your medical record for a number of reasons; you have forgotten, it is not accurate, it is not about you. It is important that you follow certain procedures under each of these circumstances.

If the information is not about you, suspend access immediately and inform the Practice Manager.

If the information is not accurate in your opinion, please complete and return a Medical Records - Incorrect Information Form available from reception. The Practice Manager will investigate and advise of the outcome. This may mean information remains in your records if found to be accurate or removed if inaccurate.

The Practice is not able to remove information it believes is accurate, but you believe is not, but can place a note on your records that you do not agree with it. In some circumstances the Practice may want you to discuss your concerns of accuracy with a GP and in that case an appropriate appointment will be made; however we would advise against booking a GPs appointment unless asked to as this may not be required.

Things to consider before signing up;

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. This may occur before you have spoken to your doctor or whilst 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 medical record to someone else against your will, it is best that you do not register for access at this time or perhaps just choose to register for appointment booking and/or prescription requests only.

Misunderstood information

Your medical record is designed to be used by healthcare 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 Practice for further advice.

Information about someone else

If you spot something in the record that is not about you or you notice any other errors, please log out of the system immediately and inform the Practice as soon as possible