

HAVERFIELD SURGERY

Patient Access to online services

A separate form must be completed for each person that requires to be registered to use Patient Access. This service is for patients aged 16 years and over.

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

I wish to access my medical record online and understand and agree with each statement (tick)

1. I will be responsible for the security of the information that I see or download.	
2. If I choose to share my information with anyone else, this is at my own risk.	
3. I will contact the Practice as soon as possible if I suspect that my account has been accessed by someone without my agreement.	
4. If I see information in my record that is not about me or is inaccurate, I will contact the Practice as soon as possible.	
5. If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible.	

(Please tick)

I have provided two documents to confirm my identity i.e. photographic ID and proof of residence.

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Signature	Date
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For Practice use only

Patient NHS number		Practice EMIS ID number	
Identity verified by (Name)	Date	Method of verification: Photo ID and proof of residence Vouching Vouching with info in record	☐ ☐ ☐
Account authorised and created by			Date
Date login details sent			

Reason for refusal if record access is denied	Assured by (initials)

Patient Information

Please note:

- 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. Access can also be gained on some phones using fingerprints or Face ID – please consider this.
- If you have concerns about this, 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.
- The practice may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone they feel it could harm or be put at risk.

Key considerations

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.