

PEMBROKE SURGERY POLICY FOR ACCESS TO PATIENT ONLINE SERVICES

- ***Booking And Cancelling Appointments***
- ***Ordering Repeat Prescriptions***
- ***Viewing Medical Records***

1. Our registration process is comprised of two steps;
 - a. Patients must be register with Pembroke Surgery (see Point 8)AND
 - b. Online Access application form – to be completed (forms available from reception or the Surgery website)
2. Online Access registration applies to **all patients aged 16yrs and over** who wish to have access to their own online *patient services account* and the following is required:
 - a. Each patient must bring *IN PERSON* to the surgery;
 - I. The completed Online Access application form
 - II. Photo ID (i.e. passport, driving licence or bus pass)
 - III. Patients who are unable to supply identification documents can be 'vouched' for by the practice – please contact the practice for further information
 - b. Read, understand and agree to the conditions of the information leaflet '*it's your choice*'
 - c. Complete, sign and return the application form (in full), patients may be asked to sign the form again in the presence of the receptionist.

For Patients less than 16yrs of age please see points 12 to 14

3. When the application process is complete a registration letter will be emailed to the patient.
 - a. The registration letter will be emailed to the address supplied by the patient on the registration form. (i.e. patient's should be made aware that if they use a shared email address then the it is their responsibility to ensure no one else accesses their information and that it is not as secure as having a personal email address – see point 7b)
4. To complete the registration process the patient will need to go to the Patient Services website and click on 'register' and then follow the instructions given using the information in the letter provided by the Surgery.

5. When the patient has completed the registration process, they will be able to access the following online services straight away (unless newly registered to the surgery - see point 11):

- a. Book and cancel appointments
- b. Order *repeat* prescriptions
- c. Access summary medical records

Enhanced medical record will take up-to 28 Days depending on GP workload as each record must be reviewed by a clinician and only if the patient has requested this access.

6. Patients who already have access to book and cancel appointments, order repeat prescriptions and view summary health records will need to re-apply to view their enhanced medical record by completing the 'Consent form for Detailed Coded Record Access'. This is to protect and keep **your** medical record safe.

7. *Please Note:*

- a. All patients will be required to have their own personal email account for online access (i.e. online access cannot be provided to patients who do not have an email account)
- b. If patients' share an email account with someone else, they should be aware that someone else may be able to see personal information and thus the patient uses this address at their own risk.

8. Online access may be restricted to booking appointments and requesting repeat medications for patients who have been registered with the practice for less than 3 months from the date of application. This is so that the medical records once received by the Surgery can be looked at by a member of the Clinical Team – see Grounds for Refusal below.

9. Patients should be aware of data protection and online security:

- a. It will be the patients responsibility to keep their login details and password safe and secure
- b. If the patient prints out any information from their record, it is also their responsibility to keep this secure

10. The practice has the right to remove online access to services for anyone that does not use them responsibly (i.e. repeatedly does not attend appointments).

Patient Representatives

11. Patients aged over 16 may request to assign a patient representative i.e. a *'proxy'* this means;

- a. A patient over the age of 16 can give written authorisation for a person (i.e. a relative) to apply for online access on their behalf; the proxy application form will need to be completed.
- b. The Practice may withhold access if it is of the view that the patient authorising the access has not understood the meaning of the authorisation

Patients should complete the application form '**Consent to proxy access to GP online services**' or speak to the Surgery team for further information.

12. Practice policy for online access for under 16yrs:

Parents may register their child for an online account, however:

- a. Access to medical records will be removed when the child reaches 11 yrs due to confidentiality requirements.
- b. Between the age of 11yrs and 15yrs access will be limited to requesting medication and booking appointments only. This may be removed at the request of the child or if the surgery fill it is no longer appropriate for parents to have access.
- c. On the child's 16th birthday **All** online access will ceases and the child will then need to register for their own account (as per the process above)

13. Parents of children under 11 years should complete the same application as for a patient over 16yrs, however the following identifications are required when the form is handed in to reception:

- I. Photo ID of the parent (i.e. passport or driving licence)
- II. Photo ID of the child (i.e. passport)
AND / OR
- III. Child's birth certificate

14. Parents of children aged 11 years to 15 years should complete the application form 'consent for proxy access to GP online services' and present the following identifications when the form is handed in to reception:

- i. Photo ID of the parent (i.e. passport or driving licence)
- ii. Photo ID of the child (i.e. passport)
AND / OR
- iii. Child's birth certificate

Grounds for refusing disclosure of records

Patient access to online services is at the discretion of the practice. The practice has the right to limit or refuse access to online services if they are of the view that:

- a. Disclosure would be likely to cause serious harm to the physical or mental health of the patient or any other person.
 - i. If disclosure is refused on this basis, it must be fully documented
- b. Where granting access in part or whole, would *not* be in best interests of the patient
- c. Where access would disclose information relating to or, provided by a third party who had not consented to the disclosure
- d. Each application is reviewed on a case by case basis.