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Online Services – Access to your Detailed Coded Medical Record
Patient Information Leaflet
(wef 01/04/16)

If you wish to, you can now use the internet to book an appointment with a GP, request repeat prescriptions for any medications you take regularly and look at your detailed coded medical record online.

If you would like to request access to any of the above services, your identity will need to be verified by a Practice member of staff before the secure access details are given to you. As part of the online registration process, 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.

Please Note: The Practice has the right to remove online access to services for anyone that doesn't use them responsibly.

Please also read the information overleaf

Before you apply for online access to your record, there are some 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
As you will have access to test results 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.

Please note - the abnormal/normal comment against a result is generated by the laboratory and not by the doctor and this will often reflect minor/ insignificant results that do not require intervention. Your doctor will have checked the results with the knowledge of your full medical history and will have made the decision whether further action is required.

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.

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.

Agreeing to your request
It is up to your GP to decide if you should be allowed access to your online record. If they do not think it is in your best interest for you to look at your medical records online, your GP will discuss their reasons with you.

More information

The online service is provided by Emis who supply our medical record system. After you have registered, you can access the online service via our website at www.sunnysurgery.co.uk

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 Societyhttp://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf