

## **Advice for Using Online Services**

- Your password and other information for logging in are important for keeping your records safe and secure. Set up a strong password and keep it secret.
- Protect the computer or other device you use to access your records – for example, by using a password or PIN and antivirus software.
- If you think someone might have seen your records without your permission, change your password straight away and contact the surgery.
- Be particularly careful about the security of your records if you use a shared computer or a mobile device.
- Before you share your records with anyone else, consider whether it's in your best interests and what they might do with the information, now or in the future. Think carefully about what sensitive information may be in your records, and how you would feel if it was shared more widely. If you're in any doubt, don't share.
- If someone is trying to force you to share your records with them, tell your health or social care professional.

There are organisations you can contact for more help and information:

### **Get Safe Online**

Get Safe Online produces 'The Rough Guide to Online Safety', which contains hints and tips on using the internet, and sending and receiving emails, safely.

Website: [www.getsafeonline.org](http://www.getsafeonline.org)

### **Help for older people**

If you're not confident using the internet, ask your local Age UK for help. Read Age UK's free guides 'Making the most of the internet' and 'Internet Security' for more information.

Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

### **Help for anyone being pressured to share records**

These Freephone helplines offer advice if someone close to you is trying to make you give them access to your records. They can also give advice to family or friends calling on your behalf. You should also tell your care professional if you're being pressured.

### **Help for older people**

#### **Age UK Advice Line (for older people)**

Phone: **0800 169 65 65**

### **Men's Advice Line**

Phone: **0808 801 0327**

Website: [www.mensadvice.org.uk](http://www.mensadvice.org.uk)

### **National Domestic Violence Helpline for women**

Phone: **0808 2000 247**

Website: [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

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