

Medical Record Access

In addition you can now apply for access to your enhanced GP medical record to view your information by completing a separate registration form available from the surgery which is subject to authorisation by your GP. This enhanced service is available for patients ages 16 years and over. (Allow 20 working days)

How do I register?

Please call into your surgery with photographic identification, where you will be asked to complete an application form. You will be issued with login details, along with a password which is unique to you. This will ensure that you only are able to access your record.

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 print out any information from your record, it is also your responsibility to keep this secure. If you are worried about keeping printed copies safe, we recommend that you do not make any copies at all.

Be careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer to shut down the browser and switch it off when you have finished.

Church Lane Surgery

Patient online services information leaflet

Church Lane Surgery will be giving patients online access to their summary care record. You may be able to view your summary care record from the date you have been granted access. There is no charge for this service, it is completely voluntary and if you do not wish to use it your treatment will not be affected in any way.

With SystemOne, you can view, book and cancel appointments at the surgery from home, work or on the move – wherever you can connect to the internet. SystemOne is a 24 hour online service accessible via your PC or the app on your mobile device - You can do this in your own time, day or night.

What are the advantages for me as a patient?

- You can order repeat prescriptions, complete questionnaires and view your summary care record which includes medications and allergies.
- If you are waiting for results, you may see them as soon as they are added to your record, meaning you will not need to contact the surgery.
- You can choose to share your records with those treating you anywhere in the NHS. You may also wish to share your records with family members.
- You can easily look up your list of medications and immunisations (only for those that have been given at the practice.)
- Accessing your record on a computer will help you understand and make better use of the information we hold about you.
- Access can help you discuss your health with health professionals dealing with your care.
- You can help ensure that the information we hold about you remains accurate, up to date and complete.

You can still use the telephone or call into the surgery for any of these services. It's your choice.

What information will I be able to see?

- Consultations showing the date, professional seen and reason for visit.
- Medical history showing diagnoses, investigations and procedures.
- Allergies and adverse reactions to medications
- Results showing all investigations such as blood results, blood pressure etc.

Are there any risks for me?

Before you apply for online access to your record (enhanced service), please consider the following:

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 your test results, you may see something that you find upsetting. This may occur before you have spoken with your doctor or while the surgery is closed and you cannot contact them. If this happens please contact your surgery as soon as possible. The practice may set your record so that certain details are not displayed online. For example, they may do this with test results and diagnosis that you might find worrying until they've had an opportunity to discuss this information with you.

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 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 surgery.

Third party information

It is necessary for the practice to hide any entries in your record which reference a third party in order to comply with the Data Protection Act and the General Data Protection Regulations. Please contact the surgery if you require more information.

NHSApp

It is possible to access these services via the NHSApp which is available on your mobile device app store. The app has security checks in place which will bypass the need to provide these at the surgery.

You will still need to apply directly to the surgery to view your records online.

Please note the practice has the right to remove online access to services for anyone that does not use them responsibly.