

# Patient Q & A Guide

**GP online services** have been in use in the surgery for some years now and many of our patients are happily using online services to book appointments and order repeat prescriptions over the internet. There is also the option to open up your medical record for you to view and share on some online services.

**To access GP online services:** You will need to show your current ID and proof of current address at Reception, read, understand and agree and fill in a consent form which will enable users to be given an individual PIN. After choosing to access online services you will need to register and then log in using this unique ID number, you will then have many options on how to utilise GP online services

Only you can see this information by using your secure log in details unless you wish to share your information with others, which you may do as long as you give them your consent to do so

Listed below are some of the questions frequently asked about accessing GP services online.

## **Q. Is this compulsory?**

No. If you do not want full access to your records, you do not have to and you can choose however from April 2019 all patients are offered this service

## **Q. What will I be able to see?**

Our clinical system is set so that you can see the following:

- Allergies, active problems**
- Medications**
- Lab results (with free text showing on results from 1<sup>st</sup> October 2017)**
- Documents (showing from 1<sup>st</sup> May 2017)**
- Vaccinations and immunisations**
- Coded information**
- Examination dates, investigations eg: blood pressure recordings, records of X-rays, ultra sounds etc and outcomes (with free text showing on consultations from 1<sup>st</sup> February 2017)**

Please note, if we record an entry as 'date unknown' this will be shown by our clinical system online services as 1899 on the page that you view. This is simply a default computer anomaly which is known about.

## **Q. Can I alter the record?**

No. This is a 'read only' facility. You can print off details e.g. to take to a hospital appointment, clinic or on holiday if you choose to do so, however, if you think that there is something that needs to be changed or deleted you will need to contact the surgery in writing.

## **Q. What are the advantages for me?**

- If you are waiting for results you will see them as soon as they are filed to your record
- You can look up and print off your record of immunisations or vaccinations for free
- You will be able to view your record at home, overseas, in hospital (e.g. to share with hospital staff), in the outpatients' department or whenever you want access or have an internet connection.
- It is secure to you only and the practice unless you choose to share your record with a family member, a friend or a carer.

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## **Q What are the risks for me?**

- There may be something in your record that you do not want to be reminded about or you have forgotten about*
- Some terms may be difficult to understand as the notes are made by doctors and nurses for each other*
- Test results that may be abnormal and posted say, on a Friday, may worry you over the weekend if you cannot speak to the doctor or nurse to discuss them.*

## **Q. What about children?**

We have set the age limit in practice for GP online services to 13 years and above due to consent and data protection regulations. If as a parent or guardian of a child you would like access to your child's online records please be aware that you will need to gain individual consent from them once they have registered themselves for GP online services. The surgery will make the decision on individual cases based on the judgements made by the doctors as to which young people are competent to manage this system themselves.

## **Q. Can you turn it off?**

Yes. We can turn off detailed coded access in part or cancel your online service altogether.

## **Q. What about security?**

As with online banking and other online systems **you** control the viewing of **your** records by using **your** individual log in details.

**You** will be responsible for keeping **your** log in information safe and not revealing it to anyone unless **you** choose to do so

The surgery clinical computer system permanently holds your data.

The encrypted data will be a temporary record on your web browser.

Logging off or a power failure may clear all the GP online services information on your computer system.

## **Q. How does this affect the NHS Summary Care Records system?**

This is an alternative to the NHS national system and means that you will be in control of when and who sees your details. The national system makes a summary of your records available to all NHS staff with appropriate clearance however if you wish to know more about this please refer to <https://www.nhs.uk/your-nhs-data-matters/>

## **Q. What happens if I change practices?**

Another practice may not use the same clinical system of choice and so we cannot guarantee that you will be able to access this facility at a different practice.

## **Q. Where can I get more information?**

Visit the surgery website on [www.longtonhealthcentre.co.uk](http://www.longtonhealthcentre.co.uk) and we will respond as soon as possible

Alternatively please visit NHS website <https://www.nhs.uk/pages/home.aspx> for more information.

If you would like to get online then please ask at Reception where a member of the team will be able to help you get started.