

# TOPCLIFFE SURGERY: ONLINE SERVICES

## PATIENT INFORMATION LEAFLET 'IT'S YOUR CHOICE'

**NB:** Use of online services requires a level of IT competence.

If you wish to, you can now use the internet or an iPhone/tablet to book appointments with a GP or Nurse. It is also the quickest and easiest way to request repeat prescriptions for any medications you take regularly and to look at medication, vaccinations, allergies and adverse reactions within your medical record. You can still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Online access for other items within your medical record will be enabled in line with national timetables or by agreement with your GP.

Being able to see your record online could help you to access services more easily. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

**Before you apply for online access to your record, there are some other 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 register for an online account:

### **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 test results or letters, 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.

### **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 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 practice as soon as possible.

Topcliffe Surgery is now connected to the **NHS App** which is the quickest and easiest way of connecting to online services. It provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet.

Patients should visit: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/> for the latest patient information on how to register for, and use this App. This App is managed by NHS England and is outside of local practice administration. You will need to create an account with the NHS if you do not already have one, and then link it to Topcliffe Surgery through an online ID verification process including uploading a driving licence or a passport and will be guided to take a short video of yourself to verify your identity.

Use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- securely view your GP medical record
- register to be an organ donor
- choose how the NHS uses your data



If you have previously had an online services account and wish to register for the NHS App through the surgery, or you prefer not to do online ID verification directly through the NHS App, please ask at reception for an application form. You will need to complete this form and return it to reception with two forms of ID, one address and one photo ID. Once we have processed your application, we will provide you with the linkage key/account ID information you will need to link your NHS account to the surgery.

**Step One:**

Ask a receptionist for an application form or download one from our website: [www.topcliffesurgery.co.uk](http://www.topcliffesurgery.co.uk)

**Step Two:**

Complete the registration form and bring it into the surgery along with two forms of personal ID. One must be a **photo ID** and the other an **address ID**. For data protection purposes, we do need to see TWO forms of ID and the person opening the account must also be present so that we can match the photo ID to the person. Acceptable forms of ID include:

<ul style="list-style-type: none"> <li>• Driving Licence</li> </ul>	<ul style="list-style-type: none"> <li>• Council Tax Bill</li> </ul>
<ul style="list-style-type: none"> <li>• Passport</li> </ul>	<ul style="list-style-type: none"> <li>• Utility Bill etc</li> </ul>
<ul style="list-style-type: none"> <li>• Bank Statement</li> </ul>	

**NB:** Please make sure you fill in the email address and mobile telephone number carefully; both these are needed to set up your online account. Your email address must be unique and not shared with any other member of your household.

**Step Three:**

The receptionist will check your ID and return these to you. They will then pass your application form on to our IT/Administration assistant who will send you a text message asking you to verify your date of birth and email address. This allows us to verify your mobile number as well!

**Step Four:**

Once you have successfully replied to the text message we send you, our IT/Administrative assistant will be able to set up your account linkage details via our database. These will be forwarded to you by email along with detailed instructions of the next steps in setting up your account.

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.

Once set up, this level of access will enable you to order repeat medication, book appointments and look at medication, vaccinations, allergies and adverse reactions within your medical record. If you also require access to your full medical record you will need to fill out a secondary application form which will be reviewed and authorised by the GP Partners. Please ask at reception for this additional application form.

### **Proxy Online access accounts:**

Proxy access allows parents, family members, carers, care home staff, to have access to their patients' online accounts, in order to book appointments, request repeat medication and where applicable, view their medical record. Please ask at reception for a **PROXY** online access application form. The parent/carer etc will need to have an existing account to enable this. The same steps as above will be followed to set up the proxy account.

If, as a parent, you are applying for access to your child's records, we will need you to confirm your parental rights. If your child is competent and able to understand the implications of your access, then we will need to get their consent first even if they are under 16 years of age. Where parental access is granted for children this will automatically be removed when the child reaches the ages of 11 and again at 16 in order that a further discussion can be held as to whether the child is then competent and able to understand the implications of parental access. Access to a child's records will require GP approval.

If, as a carer, or family member, you are applying for access to another person's records then this will require the individual's permission and the approval of a GP.

**The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

**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 we 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.**

**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 Society:**

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>