

# NETTLEHAM MEDICAL PRACTICE



**Online Services Records Access**

**Patient Information Leaflet**

***Nettleham Medical Practice***

***14 Lodge Lane***

***Nettleham***

***Lincoln, LN2 2RS***

***Telephone: 01522 751717***

***[www.nettlehammedical.co.uk](http://www.nettlehammedical.co.uk)***

### **Sign up to online services to:**

- Request repeat prescriptions
- View your medical record
- Check your symptoms (NHS App only)

*Please note that you can not book appointments via SystemOnline or other third party apps.*

To book a GP or Nurse Practitioner appointment go to:  
[www.nettlehammedical.co.uk](http://www.nettlehammedical.co.uk) and click the 'online services' button, then the Ask My GP logo.

To book a nurse appointment please contact the reception team on 01522 751717.

### **How to sign up**

You can either pop in to the practice and show some photographic ID to our friendly reception team (passport or drivers license). You will be given a print out with your username, password and a web address for SystemOnline. You will also be given login details for 'third-party apps' such as the NHS App.

You can also download the NHS App on your smartphone or tablet and follow the instructions to have your identification verified without needing to come to the surgery. You will then be issued with a username and password for the app.

When you set up your account, you will be able to order repeat prescriptions and view any information added to your medical record from the date you set your account up.

### **How to access your full medical record**

If you have been registered with the practice before the date that your online account was created, you can request to see information recorded since the date you registered. To do this, ask our reception team for a form or download it from our website ('Online Access Registration Form').

Once we receive your completed form, it will be verified by a GP which can take up to 28 days. Please note that any access you already have to your medical record will be switched off while your request is being processed.

## **Accessing another person's medical record**

There are times when it may be useful for an individual to have access to a friend or relatives online services, for example if a carer helps a patient with their repeat prescription requests or a parent wishes to view their child's record. This is called 'Proxy Access'. You can set this up by speaking with our reception team. The practice will need consent from the patient whose medical record is being accessed in order to process the request.

To set this up please ask our reception team for a 'online access proxy consent form' or download one from our website at [www.nettlehammedical.co.uk](http://www.nettlehammedical.co.uk).

This should be carefully considered by both parties before a request is made.

Patients have the right to withdraw their consent to proxy access at any time.

In line with national guidance, proxy access to online services will be switched off when the patient reaches the age of 11 year old. Patients can then apply for online services in their own right, or consent to proxy access, at the age of 16.

## **Keeping your record secure**

### **Password security**

It will be your responsibility to keep your login details safe and secure. If you know or suspect that your record has been accessed someone that you have not agreed should see it, you should change your password immediately. If you can't do this for any reason, we recommend that you contact the practice so they can remove your online access until you are able to reset your password.

### **Printing information**

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

## Things to consider

### **Forgotten history**

There may be something you have forgotten about in your records that you 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. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

### **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.



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