Riversdale Surgery

**Application for access to online services**

# Please complete this form in black ink.

|  |  |
| --- | --- |
| *Surname* | *Date of birth* |
| *First name* | |
| *Address*  *Postcode* | |
| *Email address* | |
| *Telephone number* | *Mobile number* |

I wish to have access to the following online services (please tick all that apply):

|  |  |
| --- | --- |
| 1. Booking appointments |  |
| 2. Requesting repeat prescriptions |  |
| 3. Accessing my medical record (to be agreed by your usual doctor) |  |

# I wish to access my medical record online and understand and agree with each statement (tick)

|  |  |
| --- | --- |
| 1. I have read and understood the information leaflet provided by the practice |  |
| 2. I will be responsible for the security of the information that I see or download |  |
| 3. If I choose to share my information with anyone else, this is at my own risk |  |
| 4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement |  |
| 5. If I see information in my record that is not about me or is inaccurate, I will  contact the practice as soon as possible |  |

Tick if you would like us to send your user name and password by: SMS  or Email 

This will not apply If you already have access to appointment booking. Please continue to use your current user name and password.

To give a 3rd party access, please ask for a proxy access form.

Date:

Signature:

**For practice use only (scan form to clinical record)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Patient NHS number | |  | | |
| Identity verified by (initials) | Date | Method  Vouching (Reg’d/usual Dr only)  Vouching with information in record (Reg’d/usual Dr only)  Two ID documents. One must be Photo ID (reception staff)  | | |
| Authorised by (Usual GP only) | | | | Date |
| Date account created | | | | |
| Date passphrase sent | | | | |
| Level of record access enabled  Prospective   Retrospective   All   Limited parts   Contractual minimum (wef 1st April 2015)  | | | Notes / explanation | |

January 2022

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| --- | --- |
| Riversdale Surgery | *Patient information* |

**Online Services Records Access**

**Patient information leaflet ‘It’s your choice’**

|  |  |
| --- | --- |
| If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It’s your choice.  Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. 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.  You will be given login details, so 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.  **The practice has the right to remove online access to services for anyone that doesn’t use them responsibly.** | **Repeat prescriptions online**  **GP appointments** **online**  **View your GP records**  **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 they 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.** |

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| 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 are given login details. |

|  |  |
| --- | --- |
| Things to consider | |
|  | 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. |

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| More information 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> |

**Appendix 1 – Acceptable identity evidence**

Based on the requirements of GPG45, (Good Practice Guide 45 - Identity Proofing and Verification of an Individual) the options for presentation of documents are as follows:

* Two pieces of Level 3 evidence, or
* One piece of Level 3 evidence and one piece of Level 2 evidence.

From the acceptable identity evidence listed in table below. **In either case, one piece of evidence must include a photograph.**

**PLEASE TICK DOCUMENTS YOU ARE SUBMITTING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Level 2 Identity Evidence** |  | **Level 3 Identity Evidence** |  |
| * Birth certificate |  | * Mortgage account |  |
| * Adoption certificate |  | * Buy to let mortgage account |  |
| * Marriage certificate |  | * Current account |  |
| * Firearm Certificate |  | * Bank credit account ( credit card) |  |
| * DBS Enhanced Disclosure Certificate |  | * Bank Savings Account |  |
| * HMG issued convention travel document |  | * Retail bank/credit union/building society |  |
| * HMG issued stateless person document |  | * Bank credit account ( credit card) |  |
| * HMG issued certificate travel |  | * Student loan account |  |
| * HMG issued certificate of identity |  | * Armed Forces ID Card |  |
| * Police warrant card |  | * Digital tachograph card |  |
| * Fire brigade ID card |  | * Northern Ireland Voters Card |  |
| * Buildings Insurance |  | * US passport card |  |
| * Contents insurance |  |  |  |
| * Vehicle insurance |  |  |  |
| * Mobile telephone contract account |  |  |  |
| * Non-bank savings account |  |  |  |
| * Freedom pass |  |  |  |
| * National 60+ bus pass |  |  |  |
| * An education certificate gained from an educational institution regulated or administered by public authority (e.g   GCSE, GCE, A Level, O Level) |  | * Passports that comply with ICAO 9303 (Machine Readable Travel Documents) |  |
| * An education certificate gained from a well-recognised higher education institution |  | * EEA/EU Government issued identity cards comply with Council Regulation (EC) No 2252 / 2004 |  |
| * Residential property rental or purchase agreement |  | * Proof of age card issued under the Proof of Age Standards Scheme (containing a unique reference number) |  |
| * Unsecured personal loan account (excluding pay day loans) |  | * EEA/EU full driving licences that comply with European Directive 2006/126/EC |  |
| * Proof of age card issued under the Proof of Age Standards Scheme (without a unique reference number) |  | * Secured loan account (including hire purchase) |  |
| * Unsecured personal loan account (excluding pay day loans) |  | Non-bank credit account (including credit/store/charge cards) |  |
| * UK asylum seekers Application Registration Card (ARC) |  |  |  |