

# 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	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record (to be agreed by your usual doctor)	<input type="checkbox"/>

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	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
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	<input type="checkbox"/>

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 3<sup>rd</sup> party access, please ask for a proxy access form.

Signature:	Date:
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### For practice use only (scan form to clinical record)

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

Riversdale Surgery

*Patient information*

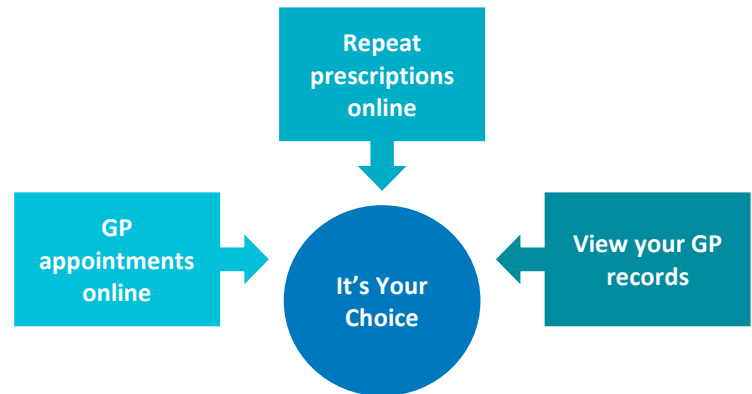
## Online Services Records Access Patient information leaflet 'It's your choice'

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.**



**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.**

## 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.

### 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**

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