

## Valentine Health Partnership Practice Guidance for Patient Access

Before you begin to use Patient Access we would appreciate it if you would read the following guidance regarding the booking of appointments over the Internet. Please keep this document for your own reference. We will also provide guidance on our website.

### Reasons for Appointment

We would ask that you enter a reason for the appointment in the box provided when booking an appointment this gives us an opportunity to ensure that it is appropriate for you to see the doctor rather than a nurse.

### Missed Appointments

Please let us know if you will be unable to attend an appointment that you have booked online. Either contact us by telephone to cancel it or cancel it online. This will allow us to offer the appointment to another patient. **We realise that there are valid reasons for not attending** however we will be monitoring such occurrences on a regular basis.

### Appointments

You can only book an appointment online with your usual GP.

Some Nurse appointments are available. Due to the nature of nurse's appointments please ensure that you book the appointments appropriately. Placing a cursor over the 'i' will display brief guidance on what the appointment can be used for. If any doubt please contact the surgery.

### Inappropriate Use

We monitor the use of this service and we are sure that you will find it useful. However if we find that there is any abuse of the service, we will revoke your access to the service. You will have to liaise with our reception team for services. We would consider inappropriate use as: Sending inappropriate messages or abusive messages, booking appointments and not using them more than 3 times in a year, booking appointments for other family members using your name.

## **Repeat Prescriptions**

EMIS Access will give you a facility to send repeat medication requests to the surgery. We will still require 2 working days to process requests, and if you request medication not on your repeat list may take longer. You can monitor the progress of your repeat via EMIS Access homepage.

**If collecting your prescription from the surgery please indicate what site you wish to collect from.**

## **Messages**

The message service **is not to be used for medical advice.** It is solely intended for general enquires e.g.:

- Progress of medical Reports
- Private Fees- reports

**Please note that the practice does not manage the Patient Access Website and therefore CANNOT provide help with using Patient Access. Help screens are provided on the website.**

**Please retain this Guidance for future reference.**

## Application for online access



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	<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"/>

Signature	Date
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### For practice use only (to be scanned into patient record once completed)

Patient NHS number		Practice computer ID number	
Identity verified by (initials)	Date	Method Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>	
Authorised by		Date	
Date account created			
Date passphrase given			
Level of record access enabled		Notes / explanation	
All <input type="checkbox"/> Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> Detailed <input type="checkbox"/> Limited parts <input type="checkbox"/> Contractual minimum <input type="checkbox"/>			

Patient Information Leaflet



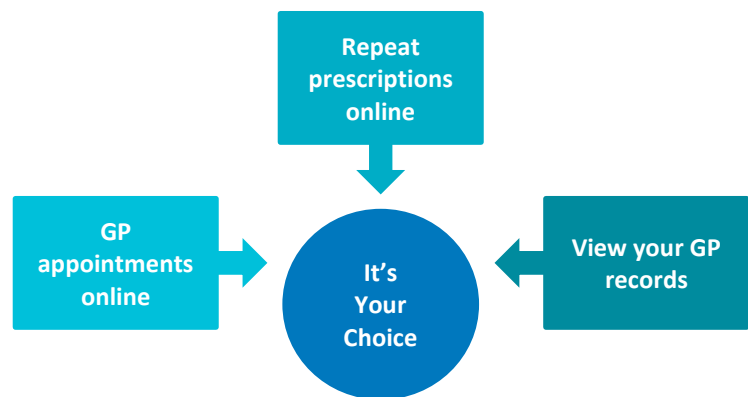
## Online Services Records Access Patient information leaflet 'It's your choice'

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>