

Giving employed carers access to your GP online services

Patient Guide



Getting started with GP online services

Do you employ a carer? If you do, you may want to think about allowing them to use GP online services on your behalf. Your surgery may be able to give them their own login details, which will be separate from your own.

Different people will have different needs, so you are the one who decides whether your employed carer should use your online services. This includes carers who provide care to you but are employed by other agencies, for example, social services or community care services.

You choose which online services you want each person to use. These are booking appointments, ordering repeat prescriptions and looking at your GP record. You decide whether to let them use one, two or all of the services on your behalf. It is up to you.

You can end online access for your carer whenever you wish by contacting your surgery. For more information, see the 'Giving another person access to your GP online services' guide which can be found at [nhs.uk/GPonlineservices](https://www.nhs.uk/GPonlineservices)

Your carer's responsibilities

You may want to consider adding information about what you would like your employed carer to do for you to their employment contract. If they do not have an employment contract with you, you could put some of the information in the box on the right in a document and ask them to sign it, confirming they understand and agree with their responsibilities. This will also help you remember what you have asked them to do.

Depending on your needs, some or all of these could be your carer's responsibilities:

- Book and cancel appointments.
- Order repeat prescriptions.
- Look at part of GP record.
- Look at my full GP record.
- Speak to medical staff and ask and answer questions about my health on my behalf.
- Keep my information confidential unless I give you permission to share it.
- Stop accessing my GP online services once you leave this employment.
- If I die, you will not access my record.
- If I become unable to make my own decisions you will speak to my GP surgery who will decide if you should continue having access to my online services.

www.nhs.uk/GPonlineservices

A large, stylized magnifying glass graphic in a darker shade of blue, positioned in the bottom right corner of the page. The handle of the magnifying glass points towards the bottom right, and the lens is a large circle that partially overlaps the URL.