



PATIENT ACCESS TO ON LINE SERVICES

INTRODUCTION

The following Terms and Conditions are drawn to the attention of both existing users of Patient Access and new users applying for access.

Patient Access: What is it and what does it mean for me:

Patient Access is a web based programme run by Patient.co.uk that allows you to access to services offered by the surgery via our computer system EMIS.

It means that you can book some appointments, request repeat medication and from the end of March some people may be able to access specific parts of their medical record.

Online Prescription requests:

This is the most popular use of Patient Access

This means that you can request medication without coming into the surgery, at any time of day and night, if your pharmacist is signed up to EPS (Electronic Prescribing service) then we can forward the prescription direct to them electronically without a physical piece of paper. The turnaround of prescriptions remains at 2 working days, but the chances of lost prescriptions or discrepancy over what was ordered is far less.

Online Appointment booking:

Some of our appointments are available to be booked online. These are non-urgent appointments that are bookable in advance. They become available online at the same time that appointments bookable by telephone become available. This means that those without online access are not disadvantaged in anyway.

Care Records

These are newly available online from 31/3/16. This is more complicated than prescriptions and appointments. Patients are required to give separate consent for access to records and each case needs to be analysed by a Dr. This is because sometimes a record may contain information that names a 3rd party, or may contain information that may be harmful to the physical or mental wellbeing of that patient. Therefore there will be a waiting list for notes to be reviewed prior to access being granted when appropriate. This may take up to 1 month for notes to be reviewed.

What information can I see:

You will be able to see information that has been assigned a clinical code (a computer tag) This includes your Problem List (a dated list of your major and minor medical problems listed by health care professionals over a number of years), Allergies, Immunisations, Medication, Results such as blood tests, weight, height, data such as smoking history & alcohol use.

You will not see what the Dr or other professional has typed freely into your consultation. You will not be able to read letters but you will know that there is a letter in your record.

Sensitive records:

Some information can be sensitive and it may be decided that it is not appropriate to allow you access to your record. Sometimes information can be removed from your view and the rest of the record can be accessed, or sometimes it is felt that it is not appropriate to allow any access. This is at the discretion of the Dr reviewing the records.

Formal Terms and Conditions:

- To apply for on-line access to the Practice's clinical system, patients must read and agree to these terms and conditions.
- Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other / further family members.
- Where access is granted registration details will only be released direct to the patient or the patient's parent or guardian in the case of patients under age 16. We will normally post the registration details directly to the user, but will provide these face to face upon sight of acceptable ID.
- The practice reserves the right to refuse online access to any patient.
- Where access is refused this will be in writing. A reason will only be given at the discretion of the Partners and/or Practice Manager.
- Users agree to keep their sign in details secret and not to share this information with anybody in order to keep their medical records confidential. The practice cannot accept any responsibility for confidential information being disclosed as a result of allowing sign in details to be disclosed to 3rd parties.
- Where a patient under 16 years old requests a change of password (perhaps to alter access) this will be granted at the discretion of the partners or management.
- When an existing user of Patient Access reaches age 16. The access will automatically cease and a letter will be sent to the patient informing them that if they want to continue the service, they will have to reapply themselves. There also may be occasions where a patient under age 16 is considered competent to remove parental access to their record.
- The Practice will not allow misuse of the on-line system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system, a warning letter will be issued. Where the situation does not improve, or reoccurs, access will be removed permanently and without further notice, at the discretion of the Partners and/or Practice Manager.
- Approved access requests will be notified along with registration instructions and a copy of these Terms and Conditions. With effect from 1st May 2015 existing users will be referred to the surgery website where these T&Cs can be viewed/ downloaded, either by text message, email or by letter with these T&Cs attached.
- Requests for re-issue of access log-in details will be via post to the patient at the registered address. Urgent requests may be provided face to face at the discretion of management and only on production of acceptable ID.

By requesting and receiving registration details for Patient Access, users agree to the above Terms and Conditions, and others which may be reasonably imposed from time to time at the discretion of the Partners and/or Practice Manager. Up to date T&Cs will be available at any time on the surgery's website.