



VALLEY MEDICAL CENTRE

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

Introduction

Valley Medical Centre has been offering online services to patients for many years including making appointments and ordering repeat prescriptions.

We are now able to offer online access to your coded medical record. To apply for online access to the Practice's clinical system, patients must complete the separate application form and return this to the Practice Manager.

The following Terms and Conditions are suggested / suitable as an agreement for patients to sign before being allowed to access clinical system direct online facilities, such as prescription ordering, appointment booking, or personal profile updates.

In addition, one of the following checks should be carried out to ascertain the patient's identity:

- Checking photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement.
- If the patient has no ID but is well known to the surgery, a member of staff may be able to confirm their identity.
- If the patient has no ID and is not well known to the surgery, the ability to answer questions about the information in their GP record may confirm that the record is theirs.

Terms and Conditions

- Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other / further family members.
- Applications for online access will not be considered for patients who are under the age of 16.
- Where access is refused this will be in writing, a reason will only be given at the discretion of the Partners.
- Patients with a history of non-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking, however the remainder of the facilities will be considered.
- Appointments booked online are to be cancelled by the patient as soon as it is determined that it is no longer required.
- The Practice will not allow misuse of the online system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or recurs, access will be removed permanently and without further notice, at the discretion of the Partners.
- Repeat prescriptions may only be ordered where these appear on the repeat list, which is provided to patients on the tear-off portion of the last prescription issued. The request must match the repeat list exactly and must be due. Other items ordered or requested using this facility will not be actioned, and no contact will be made with the patient. Prescriptions ordered outside this guideline must be via reception staff.
- Personal Information updating is subject to validation after submission.
- If you change surgeries, you will need to register again for online services at your new surgery.
- You can choose to stop using online services at any time by informing the practice manager.

Timescales

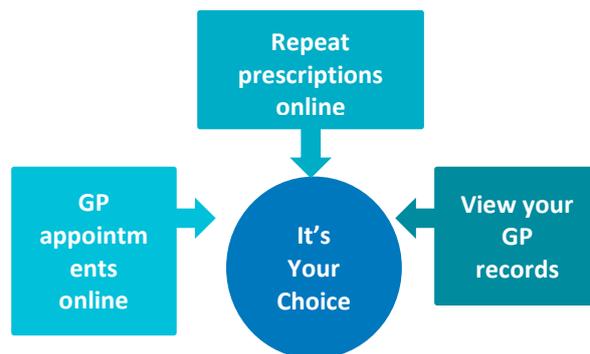
The Practice Team will be able to grant access to patients providing all suitable ID processes are complete, for appointments, medication and coded medical information.

If patients request access to their detailed coded information they will be notified that it may take the practice up to 28 days to review their application and grant access if appropriate. This is a guide only and in some circumstances may take longer.

Considerations/Approval of Access

The practice will not approve on-line access to detailed coded information if it is deemed that it may cause physical and/or mental harm the patient.

Patient records will be checked by trained members of staff who will consult with the patients usual GP if required before access is granted /denied.



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.

The information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.

Be careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.

The practice has the right to remove online access to services. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. This may occur if someone else is forcing you to give them access to your record or if the record may contain something that may be upsetting or harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible.