



GP Online Services Proxy Access Consent Form

Sign up to GP online services and you'll be able to use a website or app to:

- Book or cancel appointments online with a GP or nurse
- Order repeat prescriptions online
- Message the practice directly
- View GP records, including information about medication, allergies, vaccinations, previous illnesses and test results
- View clinical correspondence such as hospital discharge summaries, outpatient appointment letters and referral letters

Please complete this form and bring into the surgery or e-mail waterfoot.medicalpractice@nhs.net. Photo ID (passport or driving licence) needs to be viewed at the surgery on collection or on return of this application form.

What is 'Proxy Access'?

Patients may choose to use online services for appointment booking, ordering repeat prescriptions or access to their records. They may choose to share their account credentials with family, friends and carers (including a care home) but as part of their access application they must be advised of the risks associated with doing this. Proxy access is the recommended alternative to sharing login details where a named individual is given their own set of login details for to access the records of another patient.

Note: If the patient does not have capacity to consent to grant proxy access and proxy access is considered by the practice to be in the patient's best interest section 1 of this form may be omitted.

Proxy access applications will not be accepted from any third-party commercial company i.e. Insurance company or solicitors.

Proxy Access: Parents may request a proxy access to their children's records; this will cease automatically when the child reaches the age of 11. Any subsequent proxy access will need to be authorised by the patient subject to a Gillick competency test being completed.

I _____ (name of patient), give permission to my GP practice to give the following people _____ proxy access to the online services indicated below.

- I reserve the right to reverse any decision I make in granting proxy access at any time.
- I understand the risks of allowing someone else to have access to my health records.
- I have read and understand the information leaflet provided by the practice

Patients Signature: _____

Date: _____

The Patient (This is the person whose records are being accessed)

First Name

Surname

Date of Birth

Address

**Home Telephone
Number**

**Mobile
Telephone
Number**

Email

The representatives (These are the people seeking proxy access to the patient's online records, appointments or repeat prescription.)

Title

First Name

Surname

Date of Birth

Relationship to the patient

Address

Home Telephone Number

Mobile Telephone Number

Email

Title

First Name

Surname

Date of Birth

Relationship to the patient

Address

Home Telephone Number

Mobile Telephone Number

Email

The following list is the information you will automatically be able to access once you have submitted this form:

- Book and cancel appointments with a GP and Advanced Nurse Practitioner
- Order repeat prescriptions
- Message the practice directly
- View medication list
- View allergy list

Below is a list of additional options available to you to view. Please tick to confirm which of these you would like access to:

- Laboratory test results
- Clinical correspondence / documents
- Immunisation history
- Past and present problems
- Consultations

I wish to access my medical records online and understand and agree with each of the following statements (*please tick*):

I / we have read and understood the information leaflet provided by the practice

I / we will be responsible for the security of the information that I / we see or download

I / we will contact the practice as soon as possible if I / we suspect that the account has been accessed by someone without agreement

If I / we see information in the record that is not about the patient or is inaccurate, I /we will contact the practice as soon as possible. I / we will treat any information which is not about the patient as being strictly confidential.

Signature/s of representative/s: _____

Date: _____

For practice use only		
Patient EMIS number:		
<u>Identity verified by:</u> (initials)	<u>Date:</u>	<u>Method</u>
		Vouching <input type="checkbox"/>
		Photo ID <input type="checkbox"/>
		Already an online user <input type="checkbox"/>
Proxy access granted by:		Date

Accessing GP Records Patient Information Leaflet

Practices are increasingly enabling patients to be able to request repeat prescriptions and book appointments online.

Some patients may wish to access more information for example medications, allergies and adverse reactions as a minimum.

However this requires additional considerations as outlined in this leaflet. You will be asked that you have read and understood this leaflet before consenting and applying to access your records online. The practice will also need to verify your identity.

Please note:

- 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 practice may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

More information

For more information about keeping your healthcare records safe and secure, search online for '*Protecting your GP online records Patient Guide*'

Key considerations

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.