

Application for Access to GP Online Services – Things to Consider

Before you apply for online access to your medical health record, prospective or retrospective, there are things you need to consider. Although the chances of any of these things happening is quite small, you will be asked that you have read and understood the following when you sign up for 'online services.'

- **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 could be upsetting to you. This may occur before you have spoken to your doctor or whilst the surgery is closed and you cannot contact them.
- **Choosing to share your information with someone** it is up to you whether you share your information with others or not – perhaps family members or carers. It is your choice, but your responsibility to keep your 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. You will find a 'help with abbreviations' section when you access your medical record on the NHS App. If you require further clarification, please contact the surgery for a clearer explanation.
- **Information about someone else** if you spot something in your record that is not about you or you notice any 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>
- **Proxy Access** if you are using this service to access another person's account as a proxy (eg. as a carer or, parent), you have discussed appropriately what you are accessing and for what purpose. This service will be reviewed at regular intervals by the GP practice and may be rescinded at any time.