

The Woodlands Practice

Patient Online Access

Frequently asked questions about Patient Online Access to medical records

What can I see on the Online Medical Record Viewing System?

The system allows you to view the following areas of your medical record:

Medication: view and request.

Appointments: view, book & cancel

Medical Records: a summary that gives you the most important and recent entries in your health record.

Unfortunately you will NOT see past consultation but you will see future consultations starting from the day you register.

Consultations including: date, GP seen, reason for visit, history, examination, outcome, investigations etc. Medical record showing diagnoses, investigations, procedures and Allergies. Patient information leaflets linked from the diagnoses in the medical record section. Results showing all investigations such as blood results, liver tests, blood pressure etc. Vaccinations. Medications. Letters to and from the GP.

Why use an Online Medical Viewing System?

The practice believes that it is important for improved patient care and learning that you are involved in your healthcare as much as possible.

'Patients have the right to see their medical records, though in practice much communication between professionals is not available to the patient concerned. Patients often do not know why they are being referred or what is being said about them' The NHS Plan.

Advantages to you, the patient:

No queuing to get results. No ringing or coming into surgery to drop of prescription requests or make appointments. You can check the accuracy of your medical record. It empowers you to become more involved in your medical care.

Where is my confidential medical information held whilst I am viewing my Online record and who has access to it?

The information you view on the online system comes from the clinical system in your GP practice. Portions of this information are encrypted, this means it is very difficult for someone else to intercept and read the information. Your information is securely sent from the GP system to your web browser.

None of the medical information that is shown on the online system is held permanently on any computer except the computer which holds the original data in the GP practice. When you log off from the online system or if a problem occurs with your computer/tablet, for instance a power failure, all your confidential medical information is cleared from the online system.

How will other people be prohibited from seeing my record?

To view your online record you have to identify yourself with passwords and PINs that only you know. Unless you reveal this information to some-one else, you will be the only person able to access your medical record via the online system.

What if I find an error in my medical record or if I see someone else's medical information?

If you find any errors or missing information in your medical record online please inform the practice. We will correct the error or refer your query to a GP to be investigated further. If you see someone else's medical information you should immediately exit from the system and inform the practice staff.

I would like to view my children's records or someone else's record

Usually each person must complete their own application form. However, parents/guardians are able to request proxy access to their child's record up until the child's 11th birthday. The age at which children are deemed to be able to make their own decisions can vary greatly. NHS England's policy states when a child reaches 11 years old the electronic access to their record becomes automatically disabled. For most families parental proxy access on behalf of their children under 11 is appropriate and helpful. Between their 11th and 16th birthday most children will become competent to make the decision about whether anyone should have proxy access for them. People aged 16 or above are assumed to be competent to make an independent and informed decision.

Case-by-case decisions about proxy access will be made by your GP after verification of parental responsibility, checking of the medical record and an assessment of competence of the child. This decision will be reviewed annually.

For further information NHS England have produced the following guidance <https://www.england.nhs.uk/wp-content/uploads/2016/02/pol-safeguarding-proxy-webinar-slides-0216.pdf>

If you wish to apply for access to records for an elderly relative or you are a carer for a patient you will need to ask them from written consent to provide with the application form.

What are the advantages of medical record access?

- Have an active role in your own healthcare.
- View results of your tests/investigations and medication
- If travelling and taken ill, you can decide to allow the doctors to access your medical records.
- If you wish and only if you wish, you can share your records with a carer or relative.

What are the disadvantages of medical record access?

- You may find information in your history you want to put to the back of your mind but are now confronted with.
 - You may read bad news before the Doctor reviews it
- In either case, ring the surgery and ask for a telephone consultation with a GP.
- If you are prone to worry don't look at any results, wait until the surgery opens. Remember if you did not have access to your record you would not have known the results until a doctor was available.

****Remember to log out of the system when you are finished****