

Practice website

Patient Online (Patient Access)

What is a Patient Online?

Patient Online is a healthcare initiative which gives patients the option to make appointments, order repeat prescriptions and view their electronic medical record (in coded form) using their computer, tablet or smartphone rather than having to phone or visit the practice.

Patient Online compliments the traditional methods of accessing GP services, it does not replace them. This means that those without a computer, or do not want to join up to online services, can still call or visit the surgery to book appointments and request repeat prescriptions.

Patient Online is available to patients aged 16 and over only.

How to sign up for online services

The Practice will need to check who you are to make sure only you see your electronic medical record and not someone else's.

Just like your bank or the post office when you pick up a parcel the practice wants to protect your medical records from people who are not allowed to see them. The steps below explain how this works:

1. Tell the receptionist that you would like to start using online services – or if you are already using online services for appointments and prescriptions that you would like to view your electronic medical record.
2. The receptionist will give you a short form 'Application for Online Access to my Medical Record' to complete and sign to confirm that you agree with the information on the form, along with an patient information leaflet 'Assessing GP Records Online'.
3. The Practice will then need to check who you say you are. We can do this in one of three ways:
 - a. Photo ID and proof of address, for example a passport or photo driving licence and a bank statement or council tax statement
 - b. If you do not have any ID and are well known to the surgery, a member of staff may be able to confirm your identity
 - c. If you do not have any ID and you are not well known to the surgery, we may be able to ask you questions about the information in your GP record to confirm the record is really yours.
4. If the Practice approves your request you will be issued with a letter which advises you of your unique username and password - you will need to collect this letter in person and bring your photo ID with you. The letter will also tell you about the website where you can log in and start using online services.

When you ask the surgery to register you for online services, if we do not think it is in your best interest to use GP online services we will discuss the reasons with you.

Things to remember

- No one should force you to share your username, password or GP records. You have the right to say no. If someone asks to see your records and you don't want them to, tell the Practice as soon as you can.
- You can choose to let another person see your medical records, for example members of your family or a carer. However, sharing your record is something to think carefully about as your medical record may contain sensitive and personal information that you don't want other people to see.
- You can choose to stop using online services at any time by telling the surgery.
- If you change surgeries, you will need to register again for online services at your new surgery.

Application forms and information leaflets

Application for Online Access to my Medical Record

Assessing GP Records Online – Patient Information Leaflet

Viewing my Electronic Medical Record – Patient Information Leaflet