

The Hedon Group Practice

Patient Access to Medical Records Information

Patient Access has been in use in the surgery for some years now and many of our patients are happily using it to book appointments and order repeat prescriptions over the internet. We have now extended the facilities offered using this system.

We now have the option to offer detailed coded information held in your medical record for you to view using the same system, Patient Access.

If you are not registered for Patient Access, you will need to do so at reception.

If you are already registered for Patient Access, you will use your existing PIN and password, together with a special security pass phrase. In order to view your medical record, you will need to go to reception and fill out a consent form. Once this has been completed your medical record will be available to view no later than **28 days** from your request.

When you log on, you will then have the option to view your record. Only **you** can see this information by using your secure PIN, password and pass phrase but it will be available to you whenever you have internet access.

Listed below are some of the questions we think that you may want answered to help you to decide if you want to go ahead.

1. Is this compulsory?

No. If you do not want to use this you do not have to, and you can carry on just as before.

2. What will I be able to see?

Detailed coded information held in your own records.

- Medications
- Allergies
- Immunisations
- Results
- Problems

3. Can I alter the record?

No. This is a 'read only' facility. You can however, print off details to take to e.g. a hospital appointment.

4. What are the advantages for me?

- You can look up your list of immunisations
- You will be able to view your record at home, overseas, in hospital (e.g. to share with hospital staff), in the outpatients' department or whenever you want access and have an internet connection.
- It is secure as only you have access (apart from the surgery staff as now).

5. What are the risks for me?

- There may be something in your record that you do not want to be reminded about.
- Some terms may be difficult to understand as the notes are made by doctors and nurses for each other.

There will be links to explanations to help you.

6. What about children?

All information held in any medical record is confidential to that patient unless there is consent from the patient, or a legal reason to share it.

Children under the age of 16 are legally considered minors, and adults with legal parental responsibility may request access to their records using the standard consent form.

If you are unsure whether you have legal parental responsibility e.g. unmarried fathers, we advise that you review the current guidance at www.gov.uk/parental-rights-responsibilities before completing the form.

Many young people (usually teenagers) will have sufficient understanding to make the decision as to who has access to their information for themselves. In law, they are deemed 'competent minors' and as such, they may give, or withhold, consent for a parent to access their records. In such cases the surgery may contact you and/or the young person to confirm the consent is valid. A GP will review the request and you will be informed of the outcome.

7. Can you turn it off?

Yes. As with the current arrangement, we can turn off the access in part or altogether by contacting Reception.

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8. What about security?

As with online banking you control viewing by using your PIN, password and pass phrase. You will be responsible for keeping it safe and not revealing it to anyone. Only the surgery computer system permanently holds the data.

9. How does this affect the NHS Summary Care Records system?

This is an alternative to the NHS Summary Care system and means that you are in control of who sees your details, and when they are accessed. The national system makes your details available to all NHS staff with appropriate clearance. You can still have your details loaded to the national system if you so wish when it becomes available.

10. What happens if I change practices?

All practices should offer access to medical records online by 31 March 2016. Another practice may not use the same clinical system as us and may use an alternative provider to Patient Access.

11. Where can I get more information?

Please contact Reception or visit the practice website at www.hedongrouppractice.co.uk.

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

If you see someone else's medical information you should immediately exit from the system and inform the practice staff.

If there is any missing information (e.g. immunisations given elsewhere) or there are any incorrect details, please complete an amendment form from reception and we will review and amend if appropriate.

13. How do I get started?

- To be able to use the system you must have a computer with internet access.
- To register for Patient Access please speak to one of our receptionists and bring photo ID with you e.g. a passport, driving licence.
- You must complete a Consent Form to say you have read and understood this Information Leaflet before you start using the system. This form is available at reception.
- Please allow **28 days** from your request to activate your account. This is to allow time for a GP to review your record and administrative staff to activate the system. We will then contact you with the information you need to login. You must remember these details and keep them secure.

You will also be given some instructions about how to login and use the service.



THE HEDON GROUP PRACTICE

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At
Market Hill House
Hedon
HU12 8JD
Tel: 01482 899111

And
Chapel Lane
Keyingham
HU12 9RA
Tel: 01964 622706

Please note: Under the Data Protection Act 1998, you have a legal right to apply for access to your manual and computerised health records. If you require access to physical copies of your complete medical record please apply in writing to the practice manager. There may be a charge for this.