



You can use our online services called *SystemOnline* to view your medical records in addition to booking appointments and ordering prescriptions.
If you decide not to join or wish to withdraw, this is your choice and it will not affect the quality of your care.

**Westbourne Medical Centre has the right to remove your *SystemOnline* access if you do not use it responsibly or if there is evidence that access may be harmful to you.
Access is given at the discretion of your GP.**

Basic Access

This allows you to;

- Manage appointments,
- Request medication,
- Update demographic details,
- View your summary care record.

Detailed Coded Record Access (DCRA)

This allows you to view the following areas of your medical record;

- Read coded entries,
- Test Results,
- Medications,
- Allergies,
- Immunisations.

This is only a FORWARD VIEW from the date we process the form.

Full Clinical Record Access

This allows you to view the following areas of your medical record;

- Everything in Detailed Coded Record,
- Free text (including text added to codes, results and consultations),
- Letters and attachments.

This is only a FORWARD VIEW from the date we process the form.

Choosing to share your information with someone

It's up to you whether or not you share your information with others, family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Information about someone else

If you notice something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the medical centre as soon as possible.

Can I alter the record?

No. This is a 'read only' facility. You can however, print off details to take to a hospital appointment etc. If you think that there is something that needs to be changed, you will need to contact the medical centre.

What about security?

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, you must contact the medical centre 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. It is a contractual requirement for all GP surgeries to provide online records. Westbourne Medical Centre is not responsible for the specification or security of NHS systems or the services that the NHS use or approve as being suitable to provide such services. Please be aware no online system is 100% secure and any such system can never be guaranteed to be impossible to be hacked. Record access is supported by the NHS. NHS approved systems and suppliers are used to support this online service. Your information will remain under the management of the NHS as it does now. It should be noted that no online system is fully secure and that by giving your consent to accessing medical records online that there is the risk that hackers could gain access to such records. Westbourne Medical Centre will play its part in minimising any such risk but it cannot guarantee the security of NHS systems or NHS approved suppliers.

Will my data be sold on to private health companies?

The GDPR and Data Protection Act 2018 (DPA18) states that data which identifies you can only be used with your explicit permission.

What if I don't want to register to use SystemOnline?

Your decision not to register will not affect your treatment in anyway.

You are agreeing for your username and password to be sent to the email address you have provided. You must remember your login details and keep them secure.



APPLICATION FORM FOR SYSTMONLINE ACCESS

CHECKED BY.....

SystemOnline will allow you to manage your healthcare at home, on your computer, smartphone or tablet! It gives you the option to: book/cancel appointments, order repeat prescriptions, view your summary care record. Please ensure you have read and agree to the following before you use SystemOnline.

Things to consider:

- **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. If this happens please contact the medical centre as soon as possible.
- **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 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 technical, written by specialists and not easily understood. If you require further clarification, please contact the medical centre.
- **Information about someone else** - if you notice something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the medical centre as soon as possible.

You will be given login details via your email address provided and it will be your responsibility to keep your username 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, we recommend that you contact the medical centre so that they can remove online access or reset your password for you.

The information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms. When using SystemOnline, be careful that nobody can see your records on screen, be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.

The service is completely voluntary and if you do not want to use it, your treatment will not be affected in any way. Please note this is a 'read only' service. You cannot alter your medical record.

If you are requesting access to your Detailed Coded Record (DCRA) OR Full Clinical Record Access, this is only a FORWARD VIEW from the date we process the form.

If you require historical access to Detailed Coded Record please collect another form from reception (BLUE DCRA), OR if you require historical access to Full Clinical Record please collect another form from reception (WHITE DSAR).

Westbourne Medical Centre has the right to remove your SystemOnline access if you do not use it responsibly or if there is evidence that access may be harmful to you.

Access is given at the discretion of your GP. If you have any further questions please contact Westbourne Medical Centre.

PLEASE COMPLETE IN BLOCK CAPITAL LETTERS

Full Name		Date of Birth	
Email Address		Mobile Number	

I would like to have access to my medical records online and I understand and agree with each of the statements below:

- * I have read and understood the information above
- * I will be responsible for the security of the information that I see or download
- * If I choose to share my information with anyone else, this is at my own risk
- * If I suspect that my account has been accessed by someone without my agreement, I will contact the medical centre
- * If I see information in my record that is not about me or is inaccurate, I will contact the medical centre
- * If I think that I may come under pressure to give access to someone else unwillingly I will contact the medical centre
- * I agree for my username and password to be sent to the email address I have provided above.

I would like to have access to the following facilities (please tick the relevant boxes):

Basic Access

AND
 Detailed Coded Record **(This is only a FORWARD VIEW from the date we process the form)**

OR
 Full Clinical Record **(This is only a FORWARD VIEW from the date we process the form)**

Signature: **Date:**

For staff use only:

Form received on: