



# systemonline

## **Detailed Coded Record Access (DCRA)** **Patient Information Leaflet** **'It's your choice'**

You can now use our online services called *SystemOnline* to view certain aspects of your medical records in addition to booking appointments and ordering prescriptions. Viewing your record online may help you to manage your medical conditions.

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.**

### **What can I view on Detailed Coded Record Access?**

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

- Read coded entries on your medical record,
- Test Results,
- Medications,
- Allergies,
- Immunisations.

Before you apply for DCRA, there are some other things to consider. Although the chances of any of these things happening are small, you will be asked that you have read and understood the following before you are given login details.

Access is granted at the discretion of your GP. You will be informed if access is not granted.

If you require Full Clinical Record Access please fill out a DSAR– Data Subject Access Request form at reception.

### **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. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

It is a contractual requirement for all GP surgeries to provide online DCRA 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. You control viewing by using your username and password. You will be responsible for keeping your log in details safe. 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 this System?**

If you do not want to register to use DCRA you can still use *SystemOnline* services exactly as before. Your decision not to register will not affect your treatment in anyway.

## **How do I get started?**

1. You must be registered for *SystemOnline* already.
2. Have read and understood this Information Leaflet before you start using the system.
3. Come into reception complete the DCRA form and bring photographic identification.

**You must remember your login details and keep them secure.**

## **Acceptable Identification Documents for DCRA**

- Current signed full passport
- Current driving licence
- EU/EEA identity card

**To apply for DCRA please complete the application form below and bring to reception with a valid form of photo identification to confirm your identity when applying for additional access.**

This is to comply with the practice data protection policy.



## APPLICATION FORM FOR SYSTMONLINE DETAILED CODED RECORD ACCESS (DCRA)

**This form should only be completed if the patient is already registered to use *SystemOnline*.  
It can take up to 30 days for us to complete this process**

As well as all our current online services, you can now view some of your medical record online. You can now request to look at test results and detail coded entries of consultations.

IF YOU WOULD LIKE ACCESS TO YOUR FULL CLINICAL MEDICAL RECORD PLEASE COMPLETE A (DSAR DATA SUBJECT ACCESS REQUEST)

If you would like to view your detailed coded record access, please read the information leaflet 'it's your choice' before completing this form. By signing this form you will be giving us your permission to set up your detailed record coded access on *SystemOnline*. If you decide not to join or wish to withdraw, this will not affect your healthcare treatment in any way.

Access is granted at the discretion of your GP. You will be informed if access is not granted. If you need past medical record access please complete a full record access form- (DSAR- Data Subject Access Request)

### Things to consider:

Westbourne Medical Centre makes every effort to record information as accurately as possible, however there may be information that you do not feel is correct.

- \* If I notice any inaccuracies, errors or omissions with my detailed coded record, I will contact Westbourne Medical Centre as soon as possible.
- \* I understand that I may see information on my record that I was unaware of or have forgotten about that could cause me some distress.
- \* I understand that I will be informed directly by Westbourne Medical Centre of any test results which require further action. However I understand that I may see these results, which need further action before the GP has been able to contact me.

### PLEASE COMPLETE IN BLOCK CAPITAL LETTERS

<b>Full Name</b>		<b>Date of Birth</b>	
<b>Email Address</b>		<b>Mobile Number</b>	

### DECLARATION

- \* I agree to Westbourne Medical Centre giving me access to my detailed coded record on *SystemOnline*.
- \* I have been provided with an information leaflet which I have read and understood.
- \* I agree to use *SystemOnline* in a responsible manner in accordance with all instructions, and understand that access may be withdrawn.
- \* If I see information that does not relate to me, I will immediately log out and report the matter to Westbourne Medical Centre as soon as possible.
- \* I agree that it is my responsibility to keep my username and password secure, and agree to this being sent to the email address I have provided.
- \* I am also responsible for keeping safe any information I might print from the Detailed Coded Record.
- \* I understand that online access is granted at the discretion of my GP, taking into account my best interests. I will be informed of any decision to withdraw the service.

**PLEASE SIGN BELOW TO CONFIRM THAT YOU UNDERSTAND THE INFORMATION LEAFLET,  
ALL OF THE STATEMENTS ABOVE AND WISH TO VIEW YOUR DETAILED CODED RECORD  
ACCESS ON SYSTMONLINE.**

**Signature:** ..... **Date:** .....

For staff use only :

Form received on: .....