APPLICATION FORM FOR ONLINE ACCESS

Please note you must be aged **16 or over** to be set up for online access.

Online Access allows you to:

- View and cancel appointments
- Request and view medication
- Update demographic details
- View your summary care record
- Read new* entries in your medical record including:
  - coded entries
  - test results
  - allergies
  - immunisations
  - letters and attachments

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

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, then you should change your password immediately. If you are unable to change your password you can contact the medical centre and they will remove your online access and reset your password.

If you print out any information from your record, it is your responsibility to keep this secure.

It is a contractual requirement for all GP surgeries to provide online access. Westbourne Medical Centre is not responsible for the specification or security of NHS systems that have been approved as suitable. Please be aware no online system is 100% secure. Record access is supported by the NHS.

Coercion

If you think you may be pressured into sharing details from your record to someone else against your will, it is best that you do not register for online access at this time. Should your circumstances change in the future once registered and you no longer wish to have access or you feel there is a risk of someone accessing your record without consent, please contact the medical centre immediately.

What if I don't want to register to use online services?

If you do not wish to register for online services, you do not need to complete this form. Your decision not to register will not affect your care in anyway.

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

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

PLEASE READ AND SIGN THE NEXT PAGE

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Things to consider:

- Forgotten history- there may be information that you have forgotten about in your record that you might find upsetting.
- Abnormal results or bad news- if you have access to your medical record you may see something that the Clinician has not yet been able to discuss with you.
- Coercion- if you think you may be pressured into sharing details from your record to someone else against your will, it is best that you do not register for online access at this time.
- Misunderstood information- the information within your record includes medical terminology and abbreviations, written by Clinicians and may not be easily understood.
- 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.

The information that you can see online may be misleading if you rely on it alone to complete documents. When using online services, be careful that nobody can see your records on screen. If using a public computer don't enable the computer to save your username or password for future use and when finished ensure you sign out.

Other forms for access (*available from reception or on our website)*
Detailed Coded Record Access (BLUE DCRA FORM)- historical view of coded entries in medical record
Full Clinical Record Access (WHITE DSAR FORM)- historical view of whole medical record
Proxy Access (WHITE PROXY FORM)- basic access to another patients record with consent

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

PLEASE COMPLETE IN BLOCK CAPITAL LETTERS

It can take up to 30 days for us to process this application form.

Full Name		**Date of Birth**	
Email Address		**Mobile Number**	

I would like to have access to online services and I understand and agree with the statements below:

- I agree for my username and password to be sent to the email address or mobile number provided.
- I have read and understood the information above and overleaf.
- 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, I will contact the medical centre.
- If I come under pressure to give access to someone else unwillingly, 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.

I would like to have online access (please tick **ONE** box)

☐ YES, full online access to medical record– forward view only

OR

☐ YES, basic access- view and cancel appointments, medication, summary record (not full access)

Return this form in person to reception with photo ID

Signature: …… **Date:** ……

FOR STAFF USE ONLY
UPDATED 13/12/2024

☐ *Driving Licence*
☐ *Passport/ ID Card*
☐ *Vouched for by GP*

ONLINE ACCESS

GRANTED OR REFUSED *(circle one)*

ID checked by: ……
Received on: ……
Processed on: ……