



The Mayflower Medical Practice Guidance Notes –

IMPORTANT – PLEASE READ

If you wish to, you can now use the internet to book appointments, request repeat prescriptions, and look at part of your GP records this includes view your summary care record and look at your detailed coded records online.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – **unless you choose to share your details** with a family member or carer.

Before you apply for Online Services listed below are some important things to consider

Forgotten history – Sensitive Information

There may be something you have forgotten about in your record that you might find upsetting. This refers to information contained in your patient record that could cause harm. Below are examples of areas to consider

Domestic Violence, Sexually transmitted infections, Terminations, Alcohol abuse, Mental Health problems. This list is by no means comprehensive. The presence of sensitive information does not mean that you cannot have detailed coded record access but it does require you highlighting to the doctor of any sensitive information you do not wish to be viewed.

Abnormal results or bad news

You may see your test results before your doctor has spoken to you about them. This may be when the surgery is closed. This means you will need to wait until the surgery re-opens to clarify your results.

Choosing to share your information with someone

No one should force you to share your username, password or GP records. 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. You have the right to say NO. If someone asks to see your records and you don't want them to say NO.

Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time. If you feel you are being forced into online services against your wishes then please contact the surgery and we will discuss what options are available to you.

Information about someone else

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

Please continue to read overleaf

Your responsibilities

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 cannot do this for some reason, we recommend that you contact the practice 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 worried about keeping printed copies safe, we recommend that you do not make copies at all.

Terms and Conditions

Your GP may not think it is in your best interest for you to look at your records online. If this happens, your GP will discuss their reasons with you. It is up to your GP to decide if you should be allowed access to your online 'detailed coded' records.

It may take up to 28 days for the GP to approve or decline your request for access to your detail coded medical records.

The practice has the right to remove online access to services for anyone that does not use them responsibly.

Old History

If you have any concerns with any old history (abnormal blood results) in your records the doctor will not be available to speak to you about this. You can put your concerns in writing to the Practice and the matter will be looked into. This could take over 28 days for the Practice to respond.

More Information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>