



# The Lighthouse Medical Practice

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## Online Services Records Access Patient information leaflet 'It's your choice'

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

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.

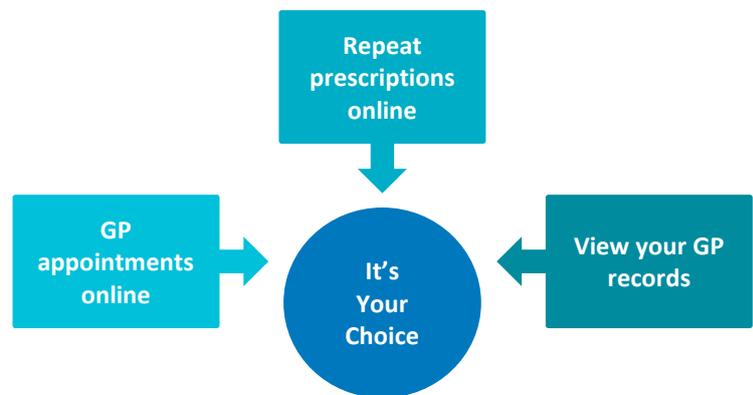
In order to get online access you need to register online at:

<https://patient.emisaccess.co.uk/account/login>

We will email you a consent form which you will need to complete and return to the surgery. We will also need to confirm your identity and we can do this (either with 2 pieces of addressed ID, one with a picture, or by someone at the practice who has known you for over a year). We will then be able to activate your account. Please note this can take 7-10 days to process.

If you want to have access on behalf of someone else, then please contact us so that we can talk you through how to get this.

**The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**



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

## Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

### 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 to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

#### 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 patient 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 highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

#### 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.

### 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>

## Access for children under 16

Under 11, the law states that a child is not 'competent' to manage their own medical affairs.

Between 11 and 16, the law states that children begin to understand and deal with their own medical problems. When a child becomes 'competent' it is not appropriate for a parent to have automatic access to their medical notes. Research shows that parental access to notes can prevent children from coming to their GP surgery for discussions that they don't want their parents to know about. For example issues about contraception or sexually transmitted infections. Because of this, we only allow parents access to allergies and immunisations as well as the ability to book appointments and ask for repeat medication. You cannot view documents or medications issued as a one-off.

If you feel that your child is 'competent' and able to understand what it means for you to have access to their clinical notes, then they should contact us in their own right and speak to their doctor about this. The doctor will need to ask them questions about this without you present and satisfy themselves that your child fully understands what they are asking for. This is clearly a delicate matter, so please discuss this fully with your child before making a decision to ask for full access.