

TOPCLIFFE SURGERY: ONLINE SERVICES

PATIENT INFORMATION LEAFLET 'IT'S YOUR CHOICE'

NB: Use of online services requires a level of IT competence.

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

Online access for other items within your medical record will be enabled in line with national timetables or by agreement with your GP.

Being able to see your record online could help you to access services more easily. 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.

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 register for an online account:

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.

There are two ways to connect to online services:

1. The new NHS App (recommended method for patients at Topcliffe Surgery)
2. Topcliffe Surgery existing online services via Patient Access or Evergreen Life

1. NHS App

Topcliffe Surgery is now connected to the NHS App which is the quickest and easiest way of connecting to online services. It provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet.

Patients should visit: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/> for the latest patient information on how to register for, and use this App. This App is managed by NHS England and is outside of local practice administration. Use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- securely view your GP medical record
- register to be an organ donor
- choose how the NHS uses your data



If you are already registered for GP online services through the surgery, you can still register for the NHS App. You can use your existing linkage key/account ID information provided when registering with the practice to set up your NHS App. Your linkage key and Account ID can be found on your account under: Your Profile/My Account. Alternatively for patients not already registered for online services, you will be required to upload a driving licence or a passport and will be guided to take a short video of yourself to verify your identity.

The NHS App is now the preferred method for patients of Topcliffe to access online services. However, we will also continue to support online services with existing platform providers Evergreen Life and Patient Access as it has done over the last few years as detailed below:

2. Topcliffe Surgery online services via Patient Access or Evergreen Life

Use Topcliffe Surgery online services to:

- book and manage appointments at your GP surgery
- order repeat prescriptions
- securely view your GP medical record



Step One:

Ask a receptionist for an application form or download one from our website: www.topcliffesurgery.co.uk

Step Two:

Complete the registration form and bring it into the surgery along with two forms of personal ID. One must be a **photo ID** and the other an **address ID**. For data protection purposes, we do need to see TWO forms of ID and the person opening the account must also be present so that we can match the photo ID to the person. Acceptable forms of ID include:

<ul style="list-style-type: none">• Driving Licence	<ul style="list-style-type: none">• Council Tax Bill
<ul style="list-style-type: none">• Passport	<ul style="list-style-type: none">• Utility Bill etc
<ul style="list-style-type: none">• Bank Statement	

NB: Please make sure you fill in the email address and mobile telephone number carefully; both these are needed to set up your online account.

Step Three:

The receptionist will check your ID and return these to you. They will then pass your application form on to our IT/Administration assistant who will send you an email asking you to verify your date of birth and mobile telephone number. This allows us to verify your email address as well!

Step Four:

Once you have successfully replied to the email we send you, our IT/Administrative assistant will be able to set up your account linkage details via our database. These will be forwarded to you by email along with detailed instructions of the next steps in setting up your account.

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.

Proxy Online access accounts (not currently available via the NHS APP):

Proxy access allows parents, family members, carers, care home staff, to have access to their patients' online accounts, in order to book appointments, request repeat medication and where applicable, view their medical record. Please ask at reception for a **PROXY** online access application form. The same steps as above will be followed to set up the account.

If, as a parent, you are applying for access to your child's records, we will need you to confirm your parental rights. If your child is competent and able to understand the implications of your access, then we will need to get their consent first even if they are under 16 years of age. Where parental access is granted for children this will automatically be removed when the child reaches the ages of 12 and again at 16 in order that a further discussion can be held as to whether the child is then competent and able to understand the implications of parental access. Access to a child's records will require GP approval.

If, as a carer, or family member, you are applying for access to another person's records then this will require the individual's permission and the approval of a GP.

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 we 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.

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>