

Kings Lane Medical Practice
Higher Bebington Health Centre
25 Brackenwood Road
Higher Bebington
Wirral CH63 2LR

Application for online access

Surname	Date of birth
First name	
Address:	
Email address	
Tel:	Mobile:

I wish to have access to the following online services (please tick all that apply):

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Access to coded medical records including allergies, medication, immunisations, test results and problems/diagnoses.	<input type="checkbox"/>

I wish to access my medical record online and understand and agree with each statement (tick)

1. I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>
Signature:	Date:

ID Documentation required – 2 documents, (nb.1 must be photo ID) typically:

- **Passport or photo driving licence (if both, this is sufficient)**
- **Bank statement (not utility bill) For practice use only**

Patient NHS number		Practice computer ID number	
<u>Identity verified by:</u> (initials)	<u>Date:</u>	Photo ID <input type="checkbox"/> Second ID <input type="checkbox"/>	
Authorised by:			Date:

Kings Lane Medical Practice – Guidelines for EMIS Access

Before you begin to use EMIS Access we would appreciate it if you could read the following guidance regarding the booking of appointments and requesting repeat medications over the internet. Please keep this page of the document for your own reference, but remember to destroy your registration information as it contains your personal information. Information regarding access to medical records is on a separate sheet.

Reasons for appointments

We would ask for you to enter a reason for your appointment in the box provided when booking an appointment as this gives us the opportunity to ensure that it is appropriate for you to see the Doctor rather than a Nurse. Please be ensured that all details entered are secure and cannot be intercepted. Our practice has a strict confidentiality policy.

Number of Pre-bookable Appointments

The system will only allow you to book 1 appointment slot at a time, if you feel like you need more time with the doctor please contact the surgery and book your appointments in the usual way.

Missed Appointments

Please let us know if you will be unable to attend an appointment that you have booked online. Either contact us by telephone or cancel it online. This will allow us to offer the appointment to another patient. We realise that there are valid reasons for not attending, however we will be monitoring such occurrences on a regular basis. If you miss an appointment more than 3 times in 12 months, we will remove your facility to use EMIS Access; however you will still be able to book appointments with our receptionists.

Nurses Appointments

Due to the nature of nurse's appointments, we are unable to offer them online.

Doctors' Appointments

Please ensure that you book the appointment appropriately. If you are unsure as to whether it is appropriate for you to see a doctor or nurse please contact us by telephone.

You can only book single appointments online; if you wish to book an appointment with a doctor for a post-natal, smear/implant or chronic disease review then you will need to telephone the surgery to book a double appointment. If you are unsure, please contact the practice.

Inappropriate use

We will be monitoring the use of this service and we are sure that you will find it useful. If however we find that any users are abusing the service, we will revoke your access to this service and you will have to liaise with our reception service for services.

We would consider inappropriate use as: Sending inappropriate or abusive messages, booking appointments and not using them more than 3 times in 12 months, booking appointments for other family members using your name, consistently booking inappropriate appointments with a doctor.

Medications

Only repeats of current active medications are available online. If you have any queries then please contact the surgery.

Accessing GP Records Online Patient Information Leaflet

Practices are increasingly enabling patients to be able to request repeat prescriptions and book appointments online.

Some patients may wish to access more information online and contractually from 1st April 2015 practices are obliged to assist access to medications, allergies and adverse reactions as a minimum and from the 1st April 2016 coded data.

However this requires additional considerations as outlined in this leaflet. You will be asked that you have read and understood this leaflet before consenting and applying to access your records online. The practice will also need to verify your identity.

Please note:

- **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.**
- **The practice may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

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>

Key considerations

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. Information about interpreting test results can be found at: <http://labtestsonline.org.uk/>

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.