

SANDY LANE SURGERY PATIENT ONLINE SERVICE

GP Online Services allow you to access a range of services via your **computer, mobile phone or tablet**.

You can still contact the practice by phone or in person, this is just another option, which other patients have found is more convenient and saves them time.

More information including "How to" leaflets and videos of patients and why they are using GP online services are available from www.nhs.uk/gponlineservices

Here at Sandy Lane we offer 2 levels of access

Level 1 Access - available to anyone 16y and over and can be done straight away. You will be able to do the following:-

- Book appointments with a GP/ANP/ some clinics
- Request repeat prescriptions
- View Allergies / immunisations
- Messaging service (not for complaints or to order medication)
- Update your contact details

Level 2 Access (available to anyone 16y and over and must have been registered with the surgery for over 6 months)

Your request to access level 2 must be sanctioned by a GP, as well as access to level 1 you will also have access to the following:-

- View test results
 - View hospital letters
 - View all coded consultations
- *This level needs to be sanctioned by a GP

Being able to see your record online might help you to manage your medical conditions. It also means that you can access your details from anywhere in the world should you require medical treatment.

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.



To Register The appropriate registration form must be completed and we need to verify your identity. If you are well known to the surgery we may be able to do this by "verbal verification" and asking you questions about your health record. If you are not well known to the surgery or a new patient you will need to bring in some form of photographic identification and a utility bill.

Once you have been given your registration details you must register at home type this address in your browser [https://patient.emisaccess.co.uk/account/login?ReturnUrl=%2F https://patient.emisaccess.co.uk/register](https://patient.emisaccess.co.uk/account/login?ReturnUrl=%2Fhttps://patient.emisaccess.co.uk/register)
You will create a password and some security questions.

Once you have completed registration you simply just sign in with a user ID and the password you created here is the sign in link:-
<https://patient.emisaccess.co.uk/account/login?ReturnUrl=%2F>

Don't forget to download the free Patient Access App to your phone. Search for PATIENT ACCESS in your app store.

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 are having trouble either ring the IT department on 01772 214690 or email ann.walker3@nhs.net (please note that this department is not manned 24/7.)

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.

Things to consider before you register

Forgotten history

There may be something you see in your records that you have forgotten and may upset you.

Abnormal blood results or bad news

If you have access to your blood results and hospital letters you may see information before your doctor does. This may be abnormal test results or bad news and you may not be able to speak to your doctor straight away.

Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure 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. Please do not google wait till you can speak directly with a doctor to clarify things for you.

Information about someone else

If you spot anything in your medical record that does not apply to you or is information about someone else please contact the surgery ASAP.

Sharing your information with someone else

It is up to you whether or not you allow someone else maybe a relative or carer to run your account for you or to have any access at all to your medical records but it is your responsibility to keep the information safe and secure.

Coercion

If you think you may be pressured into revealing any details from your medical record against your will, it is best you do not register for this online service at this time.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly. If you have been refused access a full explanation will be given to you or you may be asked to come in to the surgery to discuss access with a GP.

Remember Your account is for your use only you cannot make appointments for anyone else.

If you do not have identification or you cannot get to the surgery because of serious health problems talk to us we can still help you register.

More information

For more information about keeping your medical 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>

SANDY LANE SURGERY

Application for online access

Level 1

Surname:	Date of Birth:
First Name :	
Address :	
Email Add:	
Home Tel:	Mobile Tel:

Level 2

I wish to access part or all of my medical records by registering for Patient Online Services, I have read, understand and agree with each statement (patient please tick)

1. I have read and understood the information leaflet provided by the practice	
2. I will be responsible for the security of the information I see or download	
3. If I choose to share my information with anyone else, this is at my own risk.	
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement.	
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.	
IF I THINK THAT I MAY COME UNDER PRESSURE TO GIVE ACCESS TO SOMEONE ELSE UNWILLINGLY I WILL CONTACT THE PRACTICE AS SOON AS POSSIBLE	

Patient Signature	Date
-------------------	------

For Reception use only: If level 1 - Code 9lw and free text Level 1

Patient NHS No:- NHS Number		Emis ID number: EMIS Number	
Identity verified by (receptionist)	Date	Method (tick)	
		<u>Vouching</u>	
		<u>Vouching with information in record</u>	
		<u>Photo ID / Proof of residence</u>	
Receptionist Name:		Date:	
LEVEL 2 GP Signature:			

Level 1 application - place in the summariser's basket

level 2 application - place in the administrator's basket this will be checked by admin and then sent to a GP