

SANDY LANE SURGERY

PATIENT ONLINE SERVICE – PATIENT ACCESS



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

You can still contact the practice by phone or in person, this is just another option,

Here at Sandy Lane we offer 2 levels of access

Level 1 Access –

This is available to anyone 16y and over and can be done straight away.

Once registered you will be able to do the following:-

- Book appointments with a GP/ANP/ clinics
- Request and track repeat prescriptions
- View Allergies / immunisations
- Send personal messages to the surgery (not for complaints)
- Update your contact details

Level 2 Access –

This is available to anyone 16y and over and been registered with the surgery for over 6 months.

Your request to access level 2 must be sanctioned by a GP, Once registered for level 2 you will have access to level 1 plus the following additional permissions:-

- View test results
- View hospital letters
- View all coded consultations
- View Problems

Being able to see your record online will help you to manage your medical conditions better 24/7. It also means that you can access your details from anywhere in the world should you require medical treatment.

You can close your account at any time and if you do decide 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:

You must have an email address unique to you.
You must complete and sign the registration form.
You must return the completed form to reception.

Verifying your identity

If you are well known to the surgery we may be able to do this by “verbal verification” by 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.

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.

Once you have been given or emailed your registration letter you must use it to register on your devices.

If you are using a **PC** type this address in your browser <https://www.patientaccess.com/>

Click on **REGISTER** put in our postcode PR25 2EB and off you go!



If you are using a **TABLET** or a **MOBILE PHONE** go to your app store and download the free app called Patient Access.

Click on **REGISTER** put in our postcode PR25 2EB and off you go!

Once you have completed registration you simply just sign in with your email address the password you created during registration.

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 any problems firstly contact the support centre within Patient Access.

If you are still having problems after contacting them contact the surgery on 01772 214690 or email ann.walker3@nhs.net (please note that this department is not manned 24/7.)

Please read the following page before you register.

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 level 2 and 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.

Printing hospital letters or other information

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.

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.

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

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

I wish to access part or all of my medical records by registering for Patient Online Services,

Level 1	
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Registered at the surgery and 16 years or over

Level 2	
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Registered at the surgery for 6 months and 16 years or over

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.	
6. 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	

I have read, understand and agree with each statement above (patient please tick the above sign and date)

Patient Signature	Date
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For Staff use only

Patient NHS No:	Emis ID number:
Identity verified by (member of staff)	Method:
Staff Name:	Date:
LEVEL 1 Admin Signature:	
LEVEL 2 GP Signature:	

- **Level 1 application** – To be coded 9lw and free text “level 1” then placed in the scanners basket.
- **Level 2 application** – To be placed in the administrator’s basket. This is to be checked by admin and then sent to a GP for approval, admin to complete the upgrade or registration.