**INFORMATION ABOUT ACCESS TO PATIENT ONLINE SERVICES**

Thornfield Medical Group works in partnership with our GP software supplier, SystmOne, to offer online access to our 24/7 appointment booking, repeat prescription ordering and online access to medical records. This service is free to our patients and is very easy to use.

To use this facility, you will need a user name and password. The easiest way to be granted online access to is through the NHSApp. This can be downloaded from Google Play (Android phones) or the Apple App Store. There is an identification verification process but this will allow you to manage appointments, manage any GP referrals to hospital specialists, and order medication. For parents, you can apply for “proxy” access to your child’s online services (this will be turned off when they turn 11 years). From December 2022, the NHSApp will let you see new entries in to your record.

To request access to the full (historical) record, you will need to complete this form. As a security measure, your login details will be sent to your home address and we will need to confirm your identity. Login details for access to appointment booking and repeat prescriptions will be issued within 1 calendar month.

If you already have access to our online services for appointment booking and repeat prescriptions, you will need to reapply & verify your identity in order to access your medical records.

**Online Access to Medical Records**

We reserve the right to deny access to parts or the whole of the record where we feel that this is not in your best interest. Examples of when we might exceptionally do this might include:

* Hiding information that may cause you or someone else harm (for example, where the record information about someone else)
* Where we have good reason to believe that someone else may gain access to your records without your agreement

The access granted may vary from patient to patient and from time to time. This may occur where we are piloting new features or where a patient has been giving additional training or education.

Whether access is denied in part or in full will never be on the grounds of characteristics protected under the Equality Act: age [though see below], gender, sexual orientation, marital status, religion, ethnicity and so on.

Prior to granting access to medical records, the practice must screen the record to ensure it will not cause harm or reveal confidential third party information. In order to allow the practice sufficient time to do this accurately, requests for access will take at least 28 days to process.

**Use of online record access for legal, insurance or employment purposes**

Information accessed via online record should not be used in place of a formal report for legal matters, insurance, financial arrangements, or employment.

There are several reasons for this:

* Online access does not display all the information in the GP record, and significant information may have been withheld. This means the report may be incomplete
* The language of the information in the record can be technical. Including something from the record that is not fully understood could unintentionally given the wrong impression of your health to the recipient of the report.
* Information in online record does not replace a medical report or opinion written by a clinician.

**Under 16s**

A parent or other legal guardian may apply for access to online services on behalf of a person under the age of 11 years.

However, young people do have the right to consult us without an adult being present. Whilst we would normally encourage them to speak about any health issues they may have with a parent or guardian, where a young person has sufficient understanding to understand the consequences of their decisions (and there is no suggestion of abuse) we will respect their right to confidentiality.

For this reason, we will turn off parental / guardian access to online services when a young person turns 11 years of age. A young person may reapply when they are 16 years of age. Access between 11 and 15 years may be granted, but we will need to discuss the needs of both the parent / guardian and young person; any access will need to be renewed annually

Terms and Conditions of Use

We feel that this service is of great benefit to our patients and it is offered free of charge. Our experience and feedback from patients has been very positive.

However, there are a few things to note:

**Availability and Liability**

The online service is run by our IT supplier, SystmOne. We cannot accept responsibility or liability for direct or indirect loss resulting from the use or inability to use the service, howsoever caused. Nor can we offer guarantees that any of our online services will be available all the time.

Please be aware that you can only order repeat medications online. All medication requests may be refused at the discretion of the doctor (where this occurs it is almost always because of safety concerns, such as overdue a medication review, or you appear to be over ordering medication.)

**Security**

SystmOne uses a high degree of security to protect your confidential information whilst you use the service. However, due to the nature of the internet and the fact that the service is run by SystmOne and not us, we cannot offer any warranty that the service is 100% secure.

You are responsible for keeping your login details secure. We recommend that you use a reliable and comprehensive security package on your computer that includes protection against identity theft.

**Acceptable Use**

Use of SystmOne Access is for personal use only. We will withdraw the facility to use SystmOne Access on anyone who abuses the system. This includes but is not limited to: accessing or attempting to access someone else’s account; booking an appointment or ordering medication on someone’s behalf (except for a child under 16 years), sending abusive or otherwise inappropriate messages; any illegal activity; any use or activity that blocks the use of the system to other patients; and booking appointments and then failing to attend without informing us in advance.

**Privacy and Confidentiality**

We will never ask you for personal details by email.

Confidentiality is the bedrock of medicine. Except for very rare occasions where the law requires us to, we will not give out personal information to any third party.

These are a summary of the main points regarding the use of the service. By using the service you are also agreeing to the terms of service which can be found on the SystmOne website.

**APPLICATION FORM FOR ACCESS TO PATIENT ONLINE SERVICES**

|  |  |  |  |
| --- | --- | --- | --- |
| Surname |  | Date of birth |  |
| First name |  |  | |
| Address | | | |
|  | | Postcode |  |
| Email address |  | | |
| Telephone number |  | Mobile number |  |
|  | | | |
| I wish to have access to the following online services (please tick all that apply)   * Booking appointments * Requesting repeat prescriptions * Accessing new entries in my medical record * Accessing new documents in my medical record * Accessing my full medical record | | | |
| I wish to access my medical record online and understand and agree with each statement (please tick):   * I have read and understood the information leaflet provided by the practice * I will be responsible for the security of the information that I see or download * If I choose to share my information with anyone else, this will be at my own risk * If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible * If I see information 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 | | | |
| Signature |  | Date |  |
| For practice use only | | | |
| Patient NHS Number |  | | |
| Identity verified by |  | Method used   * Photo ID * Vouching   Vouching with information in record | |
| Date account created (appointments & prescriptions) |  | Date login credentials provided |  |
| Date clinical assurance completed |  | Assured by: |  |
| Level of record access enabled: | | Notes/explanation | |
| Reason for restricted access: | | | |