

Downend Health Group

DHG Patient On-Line Access Policy

Document Control

A. Confidentiality Notice

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B. Document Details

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C. Document Revision and Approval History

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Downend Health Group have a contractual obligation to give patients online access to coded information held in their medical records, including medication, allergies, illnesses, immunisations and test results. Providing an online facility allows patients to make and cancel appointments and order repeat prescriptions at their own convenience. Online services are free to use.

Patients will need to sign up to use online services. The patient will need to attend the practice to complete an online access request form ([Appendix A](#)) and provide photographic identification and proof of address. A member of the Patient Assistant Team will verify the identification provided and authorise access on EMIS to online services. The Patient Assistant Team Member will give the patient a 'Getting started with GP online services' leaflet which can be found following this link <https://www.england.nhs.uk/wp-content/uploads/2016/11/pat-guid-getting-started-gp-online.pdf> .

The patient will also receive an email from the practice containing a letter with a unique username and password which they can use to start using online services.

The patient can revoke access to online services at any time by providing the practice an instruction in writing. The Patient Assistant Team will manage any changes to on-line access and will scan any requests onto the patient's EMIS notes.



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North Street
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Willow Surgery
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APPENDIX A

PATIENT ONLINE ACCESS REQUEST

PATIENT NAME	
DATE OF BIRTH	

I request online access to (please tick where applicable):-

APPOINTMENT BOOKING	
PRESCRIPTION ORDERING	
ACCESS TO RECORD	

Notice to the Patient:

Some of the information in your medical record written by our GP's and clinical staff may be highly technical and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

It is your choice whether you wish to share your information with others however it is important to understand that it is your responsibility to keep the information safe and secure. Should you wish to provide others with access to your online facilities, you will need to complete a Proxy Access Form, a member of our Patient Assistant Team can provide you with this.

If you think you may be pressured into revealing details from your patient record to someone else against your will then it is best you do not register for access at this time. Please contact the surgery for an appointment with a GP if you feel you are being coerced into sharing your personal information.

For further information on how best to use our online facilities please use the following link:
<https://www.england.nhs.uk/wp-content/uploads/2016/11/pat-guid-getting-started-gp-online.pdf>

I confirm that I have read the above statement and would like Downend Health Group to set up online patient access on my behalf.

Patient Signature

Date

INTERNAL USE

PHOTOGRAPHIC ID PROVIDED?	
PASSPORT/DRIVING LICENCE NUMBER	
PROOF OF ADDRESS PROVIDED?	
ONLINE ACCESS AUTHORISED?	
LOG IN & PASSWORD DETAILS EMAILED?	

PATIENT ONLINE ACCESS



Book/cancel appointments and order repeat medication at your own convenience by signing up to online patient access.

Please speak to a member of our Patient Assistant Team who will be able to assist you. Photographic ID & proof of address will be required.