

SYSTEMONLINE

If you wish, you can now use the internet to book appointments, request repeat prescriptions and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services - It's your **choice**.

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



If you decide to register for access to Online Services you will be given login details, so you will need to think of a password which is unique to you.

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 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 has the right to remove online access to services for anyone that doesn't use them responsibly.

To register for Online Access, please complete the Registration Form which is available at reception or on our website. We will require two forms of identification.

Before you apply for online access to your record, there are some other things to consider. Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Forgotten history: There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news: You may see something that you find upsetting before you have spoken to your doctor or while the surgery is closed and you cannot contact us.

Choosing to share your information with someone: 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. Some of the information may be highly technical 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.