**BOX SURGERY PATIENT ONLINE ACCESS INFORMATION**

**Online access allows you to:**

1. Book a routine GP appointment

*This facility is only available for* ***ROUTINE*** *doctors’ appointments. If you require a same day appointment or an appointment with a Nurse or Healthcare Assistant, please telephone the surgery. Please be assured that all details entered are secure and cannot be intercepted.*

1. Cancel appointments

*All your currently booked appointments can be cancelled online.*

*If you fail to attend an appointment that you have booked online the surgery reserves the right to revoke the use of online booking for a period of three months.*

***Please note the above is currently suspended.***

1. Request repeat prescriptions

*Please allow a minimum of 2 working days from the time of your request.*

*You can only request repeat medication that you take regularly. Your prescription will be sent to your usual pharmacy (as noted on your records). If you wish to change your usual pharmacy, please let us know.*

1. Detailed coded access to medical records

**How to apply for Online Access**

**You will need to obtain a username and password.**

To obtain this please call at reception and complete an application form. You can also download the application form from our website (www.boxsurgery.nhs.uk). You **must** **bring some photo identification** with you (such as a passport, driving licence or student card) as we will need to verify your identity. We will not be able to give you your username and password without this ID verification.

You will be granted access to make and cancel appointments and request repeat prescriptions immediately. Permission to view your medical record has to be given by a GP and may take up to 21 days.

**Access on behalf of children and young people**

Parental access may be provided for children up to the age of 11. Please ask for a Proxy Access form.

**Age 0-10 years:** Parents can apply for access to their child’s record. When child reaches 11 years old, Box Surgery will switch off proxy access. Parents can have access to prescription ordering, appointment booking and detailed coded access.

**Age 11-16 years:** Each application is considered individually with the interests of the child being paramount as children in this age range can be considered to be competent to make their own decisions about their healthcare.

**Age 16+ years:** Proxy access is turned off on the patient’s 16th birthday. It is encouraged that the patient has their own log in details from this age. We understand this may not be appropriate in specific cases.

**Access on behalf of someone else**

Access to a patient’s record may be granted to a representative (for example a carer) with the patient’s consent. Please ask for a Proxy Access form.

If the adult has full capacity, we require written consent that is signed and attached to the application form, specifying what access the patient wishes to allow.

**Key Considerations in Accessing your Record**

**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.

**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 Manager as soon as possible.

**Abnormal results or bad news**

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

**Choosing to share your information with someone**

It’s up to you whether or not you share your information with others – perhaps family members or carers. 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 to ensure that 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.

**Terms and Conditions**

Please note:

* 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 can’t do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.
* 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 may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone that doesn’t use them responsibly.
* While we will make all reasonable efforts to provide the service, we will not be liable for any failure to provide the service, in part or fully, for any cause that is beyond our reasonable control. This includes, in particular, any suspension of the service resulting from maintenance and upgrades to our systems or those of any party used to provide the

service. We reserve the right to change the service from time to time and shall give you notice of any material changes. We may, where we consider it appropriate for you or your protection, suspend, withdraw or restrict use of the service or any part of the service. We will tell you as soon as practicable if we take such action. We reserve the right to vary these terms and conditions.