

## Q. Where can I get more information?

More Information can be found at [www.thevillagesurgeriesgroup.co.uk](http://www.thevillagesurgeriesgroup.co.uk) or alternatively visit <https://www.england.nhs.uk/ourwork/pe/patient-online/>.

Please **do not** ring the surgery! As this will block lines for patients who may have urgent medical problems.

## Things to consider

- **Forgotten History** - There may be something in your record that you had forgotten about that you might find upsetting.
- **Abnormal results or bad news** - When viewing test results, you may see something that you find upsetting. This may occur before you have spoken to your Doctor or while the Surgery is closed and you cannot contact them. (Don't be concerned, 'abnormal' might be normal for you)
- **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 not be easily understood. If you require further clarification, please put this in writing and we will look into this further.
- **Information about someone else** - If you spot something on your record that is not about you, please log out of the system immediately and contact the Practice as soon as possible.

Updated 11/07/2019

# The Village Surgeries Group

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[www.thevillagesurgeriesgroup.co.uk](http://www.thevillagesurgeriesgroup.co.uk)

## Patient Access Leaflet



## Introduction

**Patient Access** has been in use in the surgery for some years now, offering the ability to book appointments online and order repeat prescriptions. We have now extended the facilities offered using this system so that patients may view their complete medical record, see test results and immunisation history through Patient Access.

Any new permanent patient registering at the Practice is automatically given access to these on line services.

### Q. What will I be able to see?

- Demographics (Name, Date of Birth, Address etc.)
- Allergies
- Medications
- Immunisations
- Results (please note that you may see a result from a recent test before it has been seen and actioned by a GP)
- Values (BP, Height, Weight etc.)
- Active Problems
- Procedures
- Consultations
- Letters

### Q. Can I alter the record?

- No. This is a 'read only' facility. You can however, print off details to take to e.g. a hospital appointment or give to a solicitor or insurance company. If you think that there is something that needs to be changed, you will need to put this in writing for the surgery to investigate. Do NOT book an appointment to discuss your record.

### Q. Can you turn it off?

- Yes. We can turn off the access at any point in time in part or altogether.

### Q. What are the advantages for me?

- If you are waiting for results you will see them when they are added to your record and you will not have to ring the Surgery (please note that you may see your result before a GP has had chance to look at them)
- You will be able to view your record at any time as long as you have an internet connection.

### Q. Is it secure?

- Yes, 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 you ring the surgery at your earliest convenience so that we 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.

### Q. What about children?

- Patients over 11 can request access to their detailed coded record.
- Children 11-16, proxy access may be given to parents, with the child's consent if they are deemed competent enough to do so.
- For children under 11 proxy access is automatically given to the mother unless you advise us otherwise.

### Q. What about Proxy access for adults (16+)

- A person authorised to act on behalf of a patient or the authority to represent someone else, will be considered.
- If the patient is deemed to be competent enough to act for themselves their permission must be given.