

High Weald Lewes and Havens CCG

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WADHURST MEDICAL GROUP  
ACCESS TO ONLINE SERVICES REQUEST – Over 13 year olds

**Surname:**

**First Name:**

**Date of Birth:**

**Address & Full Postcode:**

**Email Address:**

NOTE: Individual email address is required per account; duplicate email address will not be accepted by the system.

**Telephone No:**

**Mobile No:**

Please tick the online EMIS WEB services you would like to access below:

1	Online Appointment Booking	
2	Personal Medical Record View of current medication, allergies & adverse reactions	
3	Repeat Prescription Requests	

Please tick to agree that you have read and understood the statements below:

I have read & understood the information leaflet provided by the Practice.	
I will be responsible for the security of information that I see or download.	
If I choose to share my information with anyone else, this is at my own risk.	
If I see information on my record that is inaccurate I will contact the Practice asap.	
If I suspect my account has been accessed by an unauthorised person I will contact the Practice asap.	

<b>SIGNATURE:</b>	
<b>DATE:</b>	

FOR PRACTICE USE ONLY / ID VERIFIED:

PHOTO ID:	PROOF OF RES:	VOUCHING	OTHER
NAME:		DATE:	

## **Further Information for patients:**

### **Considerations/Approval of Access**

The practice will not approve on-line access if it is deemed that it may cause physical and/or mental harm to the patient.

At any point the practice may revoke online access to patients if the functionality is abused.

### **3<sup>rd</sup> Party Information**

This practice will not share any information held within a clinical record that is deemed as 3<sup>rd</sup> party information without the explicit consent from the 3<sup>rd</sup> party.

### **Understanding your records**

If you do not understand everything you read because of the medical terminology used in your medical record you may find it useful to go to the NHS Choices website: [www.nhs.uk](http://www.nhs.uk), or other websites to search on information about illnesses and test results e.g. [www.patient.info](http://www.patient.info) and [www.labtestsonline.org.uk](http://www.labtestsonline.org.uk). Although these sites are not owned by the NHS, other patients have found them useful. However, please do not hesitate to contact the surgery to speak to a doctor or nurse if you have concerns.

### **A few things to think about**

There are a few things you need to think when registering for online records access. On very rare occasions your GP may not think it in your best interest for you to look at your GP records online. If this happens, your GP will discuss their reasons with you. It is up to your GP to decide if you should be allowed access to your online records.

If you find something you think is not correct in your record you will need to contact your GP to discuss it. Please leave a message with a Receptionist asking your GP to call you about the issue. There may be information in your medical records that you did not know was there or that you had forgotten about, such as an illness or an upsetting incident. If you see anything you did not know about that worries you, please contact your GP to discuss as above. If you see someone else's information in your record, please log out immediately and let your surgery know as soon as possible.

If you have questions about any of the above points, please talk to your surgery and they will be able to advise you further.

### **Proxy Access**

It is possible for relatives and/or carers access to access online records on a patient's behalf – this is called Proxy Access. Where Proxy Access is given the practice will make sure that access is only given to what is necessary and reasonable. Whether to grant access or not will always be at the discretion of the GP.

### **Coercion**

'Coercion' is the act of governing the actions of another by force or by threat, in order to overwhelm and compel that individual to act against their will. If you think that you may come under pressure to give access to someone else unwillingly at any time, please inform a member of the practice team as soon as possible.

The practice will consider the risk of Coercion on a case by case basis as requests for access are received, and if necessary will decline access. The patient's named GP will discuss with the applicant the reasons for refusal of access. If coercion is identified as a risk with regard to a patient previously registered for online services, then access will be immediately removed.

### **Detailed Coded Records Access (DCRA)**

Separate requests are required for Detailed Coded Records Access (DCRA) online. Please ask a Receptionist for a copy or download a copy from the website. Patients with DCRA will have access only to the coded data (Allergies, Medications, Documents, Laboratory test results, Immunisations, Problems, and Consultations). If there is information missing from the record, it may be that some of your record is still held in paper form.