

High Weald Lewes and Havens CCG

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www.wadhurstmedicalgroup.co.uk

WADHURST MEDICAL GROUP
ACCESS TO ONLINE SERVICES REQUEST – Over 16 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.	

SIGNATURE:	
DATE:	

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.

3rd Party Information

This practice will not share any information held within a clinical record that is deemed as 3rd party information without the explicit consent from the 3rd party. Any of our patients wanting access to these details must make a Subject Access Request (SAR) in writing.

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, or other websites to search on information about illnesses and test results e.g. www.patient.info and 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. 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.

Please note that proxy access to a child's record is not permitted until the child is 16 years and over. A child over 16 is deemed able to make a decision regarding Proxy Access.

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.

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)

You will need to make a separate request if you wish to have Detailed Coded Records Access (DCRA) online, please ask a Receptionist for a copy of download a copy from the website. Patients with DCRA will have access only to the coded data (Allergies, Medications, Laboratory test results, Immunisations, Problems, and Consultations) which may be more limited than the actual full medical record. Please note that as the information may not be a complete record it should not be relied on for insurance purposes.

Timescales

The practice will endeavour to grant detailed coded records access online to your medical records within 25 days of receiving your completed application and proof of ID. Please note that this is a guide only and in some circumstances it may take longer.