

Information security

Patients must understand that if they share or lose their details, their information may no longer be secure.

If you suspect that someone else has gained access to your records or online services without your permission, you must change your password immediately and inform the practice as soon as possible.

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.

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

How to Apply

To register for online services please ask at reception for registration forms.

You will need to provide **two forms of ID with your application, one with a photograph and another with proof of address.**

Applications for access to medical records will be managed by our administration team. It may take up to 14 working days to process your application.

In order to ensure that the process for granting access to medical records is dealt with securely the practice will limit the number of requests that can be processed to 20 per calendar month.

Where the number of requests exceeds 20 in a month further requests from patients will be placed on a waiting list and processed in the order the initial request is received.



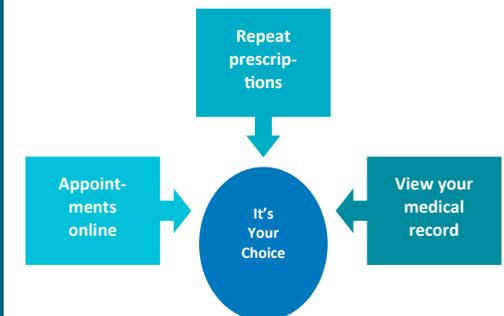
More Information

Additional information is available on our website: www.staffahealth.co.uk.

The logo for STAFFA HEALTH, featuring the word 'STAFFA' in a large, blue, sans-serif font above the word 'HEALTH' in a smaller, blue, sans-serif font. A blue curved line underlines the text.



Online Services Information Leaflet



Online Services

It's Your Choice

If you wish to, you can now use the internet to book non urgent 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 as well.

Booking Appointments

The online non-urgent appointment booking system enables you to book appointments with one or more healthcare professionals. You are limited to booking a maximum of three appointments at any one time.

We ask that you use the online system to cancel appointments as soon as they become aware that they do not need the slot.

We strongly encourage you to book appointments with your usual doctor or nurse to promote continuity of care. It helps us if you provide a reason for your appointment when you book, but this is not essential.

If you have an urgent medical need you will still need to ring your surgery to book an urgent appointment, these are not available for booking online.

Ordering Prescriptions

You can order your repeat prescriptions through the online system. Requests can be made up to a week before the medication is due.

When ordering repeat prescriptions earlier than they are due requests should contain an explanation as to why you are requesting items early (e.g. upcoming holiday). You should not try to use the prescription service in place of a consultation to obtain a new prescription.

Viewing Your Medical Record

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

If you choose to view your medical record online you will be presented with a summary of your record. This will include:

- Past and current problems and diagnoses
- Test results
- Observations e.g. blood pressure, weight.

This service will not be suitable for everyone however.

Before you apply for online access to your record, there are some important things to consider.

Although the chances of any of the following happening are very small, you will be asked to confirm

you have read and understood the items below before you are given login details.

Things to Consider:

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

Abnormal Results or Bad News - If you have access to 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.

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. If you require further clarification, please contact the receptionist at your surgery to ask for a clearer explanation.

Information about someone else - If you spot something on the record that is not about you or notice any other errors, please log out of the system immediately and contact the receptionist at your surgery as soon as possible.