

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.

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 against your will, it is best that you do not register for access at this time.

How to Apply

To register for the NHS App there is no need to contact the practice. Visit <https://www.nhs.uk/nhs-app/> to find out more and get set up.

To register for SystmOnline / Airmid please complete a registration form. Which can be found at: <https://www.staffahealth.co.uk/the-practice/online-access/> or at reception.

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 days to process your application.

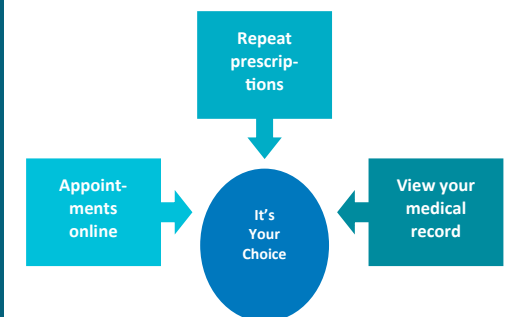


More Information

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



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 still use the telephone or call in to the surgery for any of these services as well.

We have two options for patients to access online information and GP services:

The NHS APP – This is an App used with a smartphone or tablet. There is no need to contact us to register. Set up is quick and simple and most people have their access approved within 2 hours and it doesn't need to involve the practice – visit <https://www.nhs.uk/nhs-app/> to find out more and get set up.

SystemOnline / Airmid - This is a website and smartphone or tablet App. This is set up using your email address and a password generated through the practice – to use this system please complete the form that is available on our website.

The SystemOnline website and Airmid App can be access here: <https://tpp-uk.com/products/systemonline/>

Ordering Prescriptions

You can order your repeat prescriptions through the online systems. 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.

Booking Appointments

The online systems enable 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.

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 access it from anywhere in the world should you require medical treatment on holiday.

This service will not be suitable for everyone however, there are some important things to consider:

Forgotten History - medical records contain a summary of previous problems. There may be something you have forgotten about in your record that you might find upsetting.

Abnormal Results or Bad News - having access to test results means 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 us

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.

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