**PATIENT ONLINE – INFORMATION FOR PATIENTS**

A guide for patients and FAQ’s

**What is Patient Online?**

Patient Online is a service that allows patients to view certain aspects of their medical record online. There are three levels of access that we provide to our patients:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  | **First Level Access** | **Second Level Access** | **Third Level Access** |  |
|  |  |  |  |  |  |
|  | Appointment Booking | ü | ü | ü |  |
|  |  |  |  |  |  |
|  | Appointment Cancelling | ü | ü | ü |  |
|  |  |  |  |  |  |
|  | Request Medication | ü | ü | ü |  |
|  |  |  |  |  |  |
|  | Questionnaires | ü | ü | ü |  |
|  |  |  |  |  |  |
|  | Summary Record Access | ü | ü | ü |  |
|  |  |  |  |  |  |
|  | Detailed Coded Record Access |  | ü | ü |  |
|  |  |  |  |  |  |
|  | Full Clinical Record Access |  |  | ü |  |
|  |  |  |  |  |  |

Appointment Booking – Allows patients to book GP appointments

Appointment Cancelling – Allows patients to cancel appointments

Request Medication – Allows patients to request repeatmedication and change nominated pharmacy

Questionnaires – Function currently disabled by the practice

Summary Record Access – Allows patients to view their Summary Care Record

Detailed Coded Record Access – Allows patients to view all coded data in their record since birth

Full Clinical Record Access – Allows patient to view their full medical record from 01.12.2021 (if a patient would like a copy of their full medical record since birth they will need to submit a Subject Access Request)

**Summary Care Record** - Summary Care Record is a service that provides healthcare staff treating patients in emergency or out-of-hours with faster access to key clinical information. The information that is shared is your recent acute medication, current medication and any allergies or adverse reactions we have recorded.

**Definition of Detailed Coded Data** - Detailed Coded Data is the code that sits behind every piece of information in your medical record. You will not be able to view any ‘free text’ in your record. For example a consultation may have a code of ‘EX123 - broken ankle’ with free text of ‘swollen and red’. You would only be able to see the coded entry ‘EX123 broken ankle’ and not the free text entry ‘swollen and red’.

Examples of Detailed Coded Data:

* Test results
* Vaccinations and Immunisations
* Demographics
* Referral codes
* Procedure codes (any procedures you have had)
* Consultation codes (any codes that have been used during consultations)
* Diagnoses

**Is there an age limit to request Patient Online?**

As yet there is no guidance on how to protect children and the systems are not sophisticated enough to turn on and off as the child ages, we have decided not to allow online access to patients under the age of 16 years. At this age, we will grant access at the request of the individual.

First Level Access –Access will be granted for patients aged 16 and above.

Second & Third Level Access – Access will be granted for patients aged 18 and above.

**Proxy Access**

Proxy Access is where a patient’s online services can be accessed via another patient (registered with us) through their own online services log in.

Patients aged 16-17 who wish to grant proxy access to another patient (registered with us) must complete a 16-17 Proxy Access Form. Photo ID must be shown. Access will be removed the day before the patient turns 18.

Patients 18 and over who wish to grant proxy access to another patient (registered with us) must complete a Proxy Access Form. Photo ID must be shown.

**How do I apply for Patient Online - First Level Access?**

To apply for Patient Online First Level Access you need to present at either Bedwell or Roebuck reception with one of the following forms of photographic ID (listed below) or pass security questions over the phone.

* Valid Passport
* Valid UK full photo card driving licence
* UK issued identity card
* If unable to provide ID, x3 security questions must be answered

Once identification has been provided and checked by the reception team they will issue you with a unique Username and Password. Once you have your username and password you can log into your Patient Online account after 2 hours.

**How do I log on?**

There is a link to Patient Online on our surgery website ([www.bedwellandroebucksurgery.com](http://www.bedwellandroebucksurgery.com)).

There are various apps you can download:

* SystmOnline
* NHS App

**How do I apply for Patient Online - Second & Third Level Access?**

To apply for Patient Online Second & Third Level Access you must already have access granted for Patient Online First Level Access. Once you are logged on to your account, to request Second and Third Level Access, you must do the following:

* Click on ‘Online Account Management’
* Click on ‘Manage Online Services’
* Click on the ‘Request’ button next to ‘Detailed Coded Record’ and ‘Full Access’.

**What do I do if I believe my data in my record to be incorrect?**

You will be required to complete a ‘Detailed Coded Record Access Data Query Form’ detailing the query and the reason. Once completed in FULL your form is to be returned to the Administration Team for investigation, this response can take up to 28 days. We will not accept any verbal queries or questions due to patient and staff confidentiality.

**What you should not to do?**

Please do not make an appointment with a GP, nurse or HCA to discuss any queries regarding your coded medical data. If you do the consultation will be terminated as this is an inappropriate use of clinical time.

**Security**

Once online access has been granted at any level it is the patient’s responsibility to keep their username and password safe.

It is advised NOT to print any of your medical record off, if a patient does choose to print information from their online medical record it is their responsibility to keep it safe.

If a patient chooses to share their login details with another person(s), they do so at their own risk. Again this is not recommended by the practice.

**Are there any risks for me?**

Your online record may contain historical information that you may have forgotten about and do not wish to be reminded of.

Your online record may contain abnormal test results that were not followed up for clinical reasons.

You may not understand some of the content in your detailed coded record. This may cause confusion and / or upset.

In some circumstances the GP may refuse a patient ‘Detailed Coded Access’. In this instance a named GP who is responsible for the care of the patient will contact the patient directly.

**Abnormal Results**

Please bear in mind that not all ‘abnormal’ results are a cause for concern. There are many medical reasons to explain why an ‘abnormal’ result is actually in fact a ‘normal result’.

For more information on blood test results visit the website below:

http://labtestsonline.org.uk/