

3. Share your records safely, or not at all – think carefully about the information in your records, and how it might be used, before sharing.

Please note: 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. If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

How do I sign up?

If you wish to sign up to the online services, you will be asked to fill in the form and present valid photo ID and a bank statement at the reception. You will then be given login details, which will be activated within 24hrs from your request.

Please note that you can sign up to one or all services at the same time.

Also if you decide not to join or wish to withdraw at any point, this is your choice and practice staff will continue to treat you in the same way as before. In general this decision will not affect the quality of your care.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

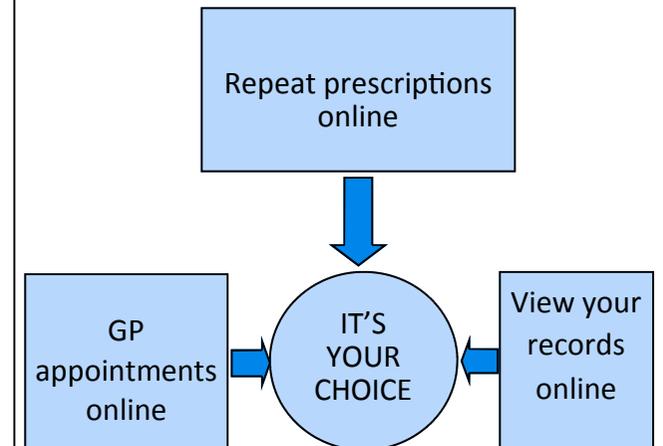
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ONLINE SERVICES 'IT'S YOUR CHOICE' PATIENT INFORMATION LEAFLET



If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly 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. It's your choice.



What does this mean to you?

GP appointments online– being able to book and/or cancel your appointments online saves you queuing at the surgery or waiting for your call to be answered .

Repeat prescriptions online– being able to order your script online means you can do it at the most convenient time for you without visiting the surgery.

Access to your medical records-being able to see your 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.

Before you apply for online access to your record, there are some things to consider. Although the chances of any of these things happening are very small, you will be asked that you have read and

understood the following before you are given login details.

Things to consider

How would you normally access my records and how secure is it?

As you will be able to access your record on your computer, tablet, phone you will have to consider protecting it from unauthorised use. Protect the computer or other device you use to access your records – for example, by using a password or PIN and anti-virus software. Be particularly careful about the security of your records if you use a shared computer or a mobile device.

To print or not to print?

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

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.

Information about someone else

If you spot something in the record that is not about you or if you spot any errors, please log out of the system immediately and contact the practice as soon as possible.

Using your record safely and securely

Most people who access their records online do so safely, without any problems. However, there are two possible risks to consider.

- As with any kind of information accessed through the internet, there is a chance that your records could be hacked. This is when someone illegally breaks into your records, either to steal your identity or to get other personal information about you.
- It's possible that your records might be seen by someone that you don't want to see them.

There are three things you can do to help keep the information in your records safe.

1. Create a strong password and keep it safe.
2. Get into good habits online – protect your computer or mobile device.