

ONLINE SERVICES INFORMATION LEAFLET

www.bournbrookvarsitymedical.co.uk

For several years GP practices have been increasingly allowing patients to request repeat prescriptions and book appointments online. It has developed a lot over the years and we are now at a stage where full detailed coded records can be accessed, this included items such as test results, problems and immunisations.

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. If you decide not to join or wish to withdraw, 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.

We have two Online Services, The Birmingham & Solihull Health App and Patient Access, you can choose to sign up to one or both of these. Both services allow you to book a variety of appointments, order repeat medication and view your full coded medical records. The Birmingham and Solihull Health app even allows you to view available appointments at other local Practices if we are busy.

The practice has the right to remove online access to services for anyone that does not use them responsibly.

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 cannot 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.

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.

Before you apply for online access to your record, there are some other 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.

Forgotten history

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

Abnormal results or bad news

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them. To get more information about your results the Practice Nurses are available to give results out Tues/ Wed/ Thurs/ Fri 1pm-1.30pm.

Choosing to share your information with someone

It is 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.

Misunderstood information

Your medical record is designed to be used by clinical professional to ensure that you receive the best possible care. Some of the information within your record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clear explanation.

Information about someone else

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

Can I view my child's record?

Most practices allow parents to access their child's records up until they are 11 years old, this will be assessed on a case by case basis. When a child reaches 11 years access to their records will be stopped. Should you wish to view your child's records beyond their eleventh birthday you need to discuss this with your practice as the child will need to agree to this. Only appointment booking and repeat prescriptions will be available to be

viewed. When the child then reaches 13 years old the access will again be stopped and only the patient can then apply for access to be given.

Can I alter the record?

No. This is a “read only” facility. You can however, print off details to take to hospital appointments for example. If you think that there is something that needs to be changed, you will need to contact the surgery.

What about security?

Record access has the same level security as online banking. A hacker would only be able to see one page at a time. Nothing changes with the way your medical information is stored. Your information will remain under the control of your GP as it does now. And like online banking you control viewing by using your PIN and passwords. You will be responsible for keeping your login details safe.

Logging off or power failure will clear all the information on your computer system.

Will my data be sold onto private health companies?

The Data Protection Act (2018) and General Data Protection Regulations (May 2018) state that data which identifies you can only be used with your explicit permission.

What if I don't want to register to use this system?

If you do not want to register to use this system you can still use all the practices' services exactly as before. Your decision not to register will not affect your treatment or your relationship with your GP practice in any way.

How do I get started?

1. To be able to use the services you must have a computer/ mobile phone with internet access.
2. Go to our website www.bournbrookvarsitymedical.co.uk.
3. Click on the 'Online Services' section.
4. Follow the links to sign up either one or both services.
5. Once you have registered online you will be prompted to show two forms of ID at Reception.
6. Once we have verified your ID your account will be fully accessible.

More Information

Keeping your online health and social care records safe and secure:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

Verifying your identity

Photographic Evidence: - we ask you to provide one of these documents as evidence

- Passport
- EEA/EU Government issued identity cards
- Driving Licence photo card
- National 60+ bus pass
- UK biometric Residence permit (BRP)

Non-Photographic Evidence: - we ask you to provide one of these documents as proof of residence – bills / statements must be dated in the last 3 months other contractual documents must not be over 12 months old. They must match the name and address that we have on your medical records

- Telephone account statement/bill
- Gas supply account statement/bill
- Electricity supply account statement/bill
- Bank / building society statement
- Building insurance
- Vehicle insurance
- Residential property rental or purchase agreement
- DBS enhanced disclosure certificate