

SHIRES HEALTH CARE

PATIENT ACCESS TO RECORD ONLINE GP ELECTRONIC HEALTH RECORD VIEWING SYSTEM INFORMATION LEAFLET FOR PATIENTS AND CARERS

Shires Health Care will be giving patients online access to their medical records with effect from 01 March 2015. You will be able to view your records from the date you have given consent. There is no charge for this service. The service is completely voluntary to the patient. If you do not want to use it, your treatment will not be affected in any way. Please note this is a 'read only' service.

What are the advantages for me?

- If you are waiting for results you will see them as soon as they are added to your record and you will not have to ring the surgery
- You can choose to share your records with those treating you anywhere in the NHS. You may also wish to share your records with family members.
- You can easily look up your list of medications and immunisations (known to your GP).
- Accessing your record on computer will help you to understand and make better use of the information we hold about you.
- Access can help you discuss your health with health professionals caring for you.
- You can help to ensure that the information we hold about you remains accurate, up to date and complete.

What information will I be able to see?

The system allows you to view the following areas of your GP medical record:

- Consultations showing the date and professional seen and reason for visit
- Medical history showing diagnoses, investigations, and procedures
- Allergies and adverse reactions to medications
- Results showing all investigations such as blood results, liver tests, blood pressure etc.
- Vaccinations and immunisations
- Medications
- Letters to and from your GP

Are there any risks for me?

- There may be something in your record that you have forgotten and do not want to be reminded about.
- Some terms may be difficult to understand as the notes are made by doctors and nurses for each other. If necessary please seek further information during your next appointment at the surgery.

- The surgery will continue to make every effort to contact you directly as soon as possible about test results which require further action. However it is possible that you may see these online before your GP has had a chance to discuss them with you, for example over the weekend, when there is no one at the surgery to discuss them.

Can I alter the record?

No, only practice staff can alter your record. However if you see something which you think needs to be changed please complete the request form as soon as possible. Any changes to your medical record will be authorised by GP.

Can I share the record?

You will be given secure log in details to access your record. You should keep these safe and not share with anyone. However if you want to share your record with other health professionals or people caring for you, including family and friends, you can.

What about security?

Your information remains under the control of your GP as it does now. Like online banking you control viewing by using your Username and password. You will be responsible for keeping your log in details safe.

Logging off or a power failure will clear all the information accessed online from your computer system. Only the surgery permanently holds your information. You are advised not to copy information to your own computer but to log on to the secure site each time to wish to access information as it will be up to date and secure. Information may be printed and shared as you wish, but please ensure any paper copies are kept secure and disposed of securely when no longer required.

How do I get started?

1. To be able to use the system you must have a computer with internet access.
2. You will need to have SystmOnline access set up with the practice. You will need to bring photo ID with you to register e.g. a passport, driving licence.
3. You must complete a Medical Records Consent Form to say you have read and understood this Information Leaflet before you start using the system. This form is available from reception. You can fill out the form before you come in but you need the receptionist to witness your signature.
4. We will contact you with the information you need to login. You must remember these details and keep them secure. You will also be given some instructions about how to login and use the service.

Please note: Under the Data Protection Act 1998, you have a legal right to apply for access to health information held about you. If you require access to information before 3 years ago, please apply in writing to the Practice Manager (this is known as a Subject Access Request). There may be a charge for this.

Please note this service will not be available until 01 March 2015.