

St Mary's Surgery
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Ely
Cambridgeshire
CB7 4HF
Tel: 01353 663434

Online Services Records Access

Patient information leaflet

Before applying for patient access, please read the following guidance.

Please note - this is not the same as requesting copies of your records in accordance with the General Data Protection Regulation (GDPR) and Access to Health Records Act 1990. Should you wish to have copies of your paper and computerised records, please contact our Patient Services Team for advice.

What is online patient access?

Online patient access has been available at this surgery for some years. Currently over 6,000 of our patients use SystmOnline to book appointments, order repeat prescriptions and change their contact information (standard access). This service has been extended to include access to limited aspects of the medical record. This is called detailed coded access.

What if I already have standard online patient access and would like detailed access?

If you are already signed up for SystmOnline and use it to book appointments and order repeats but would like to view your medical record online, you will need to complete an application form and provide proof of identity. The preferred forms of ID are a photo driving licence or passport together with proof of your address. Examples of suitable ID for proof of address are shown below:

- Utility bill issued in the last three months
- Local Authority council tax bill for the current tax year
- Bank or building society statement
- Current driving licence (if not already used for photo ID)
- Mortgage statement issued for previous full year
- Inland Revenue self-assessment or tax demand.

If you are unable to provide these but would still like to be able to view your record online, please speak to a member of the Patient Services Team.

How do I register for patient access?

If you do not have SystmOnline access but would like to, please bring a photo driving licence or passport to one of our receptionists who will ask you to complete an application form and then be able to register you.

Standard access - This is to book and cancel appointments, order repeat medications, view immunisation history and change your contact information. You will need to complete the application form and bring in your identification for us to be able to register you for this.

Detailed access - This includes all the above, plus being able to view limited aspects of your medical record. You will need to complete the application form along with two forms of ID as stated above. Your application will be reviewed and you will be informed through SystmOnline if access has been authorised.

Is it secure?

To gain access to SystmOnline you will be given a username and password by reception or dispensary. When you have registered for SystmOnline it is your responsibility to keep your ID and password safe and not reveal it to anyone. Please take particular care of protecting your log in details if you are accessing SystmOnline using a public computer. Other than you, only the surgery will have information relating to your log in. If at any time

you feel your account has been accessed without your permission or unlawfully you should contact the practice straight away to deactivate your account.

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 is your choice, but also your responsibility to keep the information safe and secure.

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.

What is coercion?

‘Coercion’ is the act of governing the actions of another by force or by threat, in order to overwhelm and compel that individual to act against their will. If you feel you may be pressured into revealing or getting details from your patient record for someone else against your will, it is best you **do not** register for access at this time, alternatively please contact the surgery and speak to one of the receptionists.

What are the risks for me?

In the future, you may be able to view your full record, but please remember that there may be something in your record that you do not want to be reminded about.

FORGOTTEN HISTORY: There may be forgotten history, that you may find upsetting. Medical terminology or abbreviations will be used which you may not be familiar with.

ABNORMAL RESULTS OR BAD NEWS: You may see something before you have had the opportunity to speak to a doctor. Please be aware, if your results require action, a GP will contact you.

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.

What are the advantages for me?

You will be able to book appointments online, order repeat prescriptions and change information online. You will be able to see what medication you are taking and any allergies you may have and limited aspects of your record. However, if you feel something is wrong in your record please contact the surgery immediately.

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.

Inappropriate use of the system

The practice will be monitoring the use of the service.

We would consider inappropriate use of the online system as

- sending inappropriate/abusive messages
- booking appointments and not using them
- booking appointments for other people under your name
- consistently booking inappropriate appointments with the GP.

Should we feel a user is abusing the system, we reserve the right to revoke access.

What if I want to see my children’s record?

Unfortunately, we are unable to provide parents access to their children’s record. Our surgery policy is to only provide access for patients aged 16 and older, and each patient must register in their own name.

Should you have any other questions, please contact the surgery on 01353 663434 and ask to speak to a member of the Patient Services Team.

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