

Patient Online and Application Form

Patient information leaflet 'It's your choice' If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for medications you take regularly and look at your medical record online.

Registering for Patient Online will support you to take greater control of your health and wellbeing by enabling you to access online services wherever you are, whenever you need to.

Just like online banking, you can access Patient Online on a computer, a tablet or a smartphone, using a website or the app. You will still be able to use the telephone or call in to the surgery for any of these services as well. It's your choice. You can choose to:

Book and cancel appointments with your doctor or nurse online. Having access to the online booking system allows you to book and cancel appointments without having to speak with a member of staff, and view available dates and times

Order repeat prescriptions online. Ordering repeat prescriptions online can save unnecessary trips to your Practice, and can be ordered at a time convenient for you

Look at your GP record online. Being able to see your record online might help you to manage your medical conditions. It also means that you can access it from anywhere in the world should you require medical treatment on holiday.

Access to your GP record online will be given after a clinician has reviewed and authorised it. This may take slightly longer.

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. This decision will not affect the quality of your care.

How to sign up for online services

Using Patient Online services is simple; complete the following steps to get started:

1. Fill in and sign the attached application form
2. Take your completed form to your GP Practice, along with photo identification and proof of address, for example a passport or driving licence and a bank statement or council tax statement.

If you do not have any ID and are well known to your surgery, a member of staff may be able to confirm your identity. If you do not have any ID and are not well known to your surgery, they may ask you questions about the information in your GP record to confirm the record is yours.

3. You will be given login details, including your account linkage key, practice code, account ID, NHS number and website address - so you will need to think of a password which is unique to you.

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

Application for online access

Surname		Date of birth	
Firstname			
Address			
Email address			
Telephon number		Mobile number	

I wish to have access to the following online services (please tick all that apply):

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record	<input type="checkbox"/>

I wish to access my medical record online and understand and agree with each statement (tick)

• I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
• I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
• If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
• If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible	<input type="checkbox"/>
• If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>
• If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible.	<input type="checkbox"/>

Signature	Date

If applying as Proxy user:

Name:	Date of birth:
Relationship to Patient:	
Signature:	

For practice use only

Patient NHS number		Practice computer ID number	
Identity verified by (initials)	Date	Method	Vouching <input type="checkbox"/>
		Vouching with information in record <input type="checkbox"/>	
		Photo ID and proof of residence <input type="checkbox"/>	
Authorised by			Date
Date account created			
Level of record access enabled		Notes / explanation	
Appointment Booking	<input type="checkbox"/>		
Prescription Requests	<input type="checkbox"/>		
Access to Medical Record	<input type="checkbox"/>		