

Patient Services Online - Patient information leaflet

If you wish to, you can now use the internet to access your Repeat Prescription list and request repeat prescriptions for any medications you take regularly.

Being able to see your Repeat Prescriptions 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 and need this information. If you decide not to join or wish to withdraw, this is your choice and this decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record.

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 if there is concern over inappropriate or irresponsible use.

FREQUENTLY ASKED QUESTIONS

What is Patient Online Services?

By using your computer, tablet or smartphone Patient Online Services allows patients to:

- Order repeat prescriptions online
- Make appointments online
- View your own medical record online

N.B. Only the Repeat Prescription Ordering module is currently available at Tweeddale but the ability to make appointments and view your own medical record may become available on your account in the future.

What are the benefits of online services?

At present Patient Online Services will allow you to request repeat prescriptions at a time that is convenient to you – day or night. In the future, you may also be able to book and cancel appointments online. It can mean not having to travel to the surgery or chemist and can free up phone lines for people without access to a computer. This can be particularly helpful for people who live with a long-term condition that needs regular monitoring and frequent prescriptions.

Why are you doing Patient Online Services?

Online services are already available to all patients in NHS in England. As a practice, we have chosen to purchase this extension to our clinical IT system as we feel that access to online services can help patients be more involved in managing their healthcare in a more convenient way.

How can I get access to my GP Record?

Generally, you will need to fill in a short form and bring proof of your identity into the surgery so that we can provide you with a unique Ticket Code. Please speak to our practice receptionists who will advise you how to do this.

How can I be certain that no one else can get access to information from my GP record?

Only you will be given access to your record. When you sign-up to Patient Online Services, you will be given a Ticket Code to set up your own secure login and a password. These details are unique to you and, along with your personal information, will not be shared with anybody else unless you choose to let them see it. This is no different to how you would access other online services, for example internet banking.

Where is my information stored?

Patient information is stored within the IT system the practice uses and within the practice paper records.

Can carers have access on a patients behalf?

Proxy access can be set up where appropriate and according to strict guidelines. Please contact your practice to discuss this.

Children and Young People

Online access for children and young people depends on the age of the patient. The term parent refers to anyone who has parental responsibility for the child.

Up to child's 12th birthday = Until a child's 12th birthday, the usual position is for the parents of the child to control access to the child's record and online services. Just prior to the child's 12th birthday, online access must be reviewed by the patient/practice.

From 12th - 16th birthday = In Scotland, anyone aged 12 or over is legally presumed to have the capacity and legal right to access their own health records. Parents can have access to their child's record if the child consents or lacks capacity. Children in this age category may give consent for their parents to access their record/online service – this is called proxy access.

16th - 17th birthday = Access will be reviewed again on the young person's 16th birthday. In situations where the young person already has control of their online services on their 16th birthday, and their parents do not, there will be no need to make any changes unless the young person requests this. Proxy access may continue where the young person is competent and has given further explicit consent to the access. (except in the case of learning difficulties or some other disabilities)

How will you avoid patients being forced or misled into providing access to their information?

Each request to register will be considered on a case by case basis. Sometimes it is in the patient's best interests for a relative or carer to have access and this is also something that can be assessed on a case by case basis at practice level. We are able to refuse or withdraw access to a record if there are any concerns. If you are worried about this, please speak to a member of the practice team in complete confidence.

If I don't have a computer, tablet or smart phone what will it mean for me?

Online services are an extra option for those who wish to use them and will not replace other ways of contacting your practice such as by phone or in person. By freeing up phone lines and reducing the need for people to visit in person, it is hoped that patients who don't have a computer will find it easier to contact their practice.

Is there any help in getting started on the internet?

There are a number of different services for people who want to get onto the internet. Many are provided by local authorities, colleges and charities. The best place to start would be your local library.

