

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.**
- **If you see information in your record that is not about you or you feel is inaccurate, please contact the practice as soon as possible**

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 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 Patient Online Services?

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 Care Navigators who will advise you how to do this. They can also help you get your account set up if you require assistance.

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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 secure NHS IT system the practice uses.

Can carers have access on a patients behalf?

Proxy access can be set up where appropriate and according to strict guidelines. Please contact the 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 legally recognised parental responsibility for the child.

Up to child's 12th birthday = Until a child's 12th birthday, the usual position is for the parent to have 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 birthday = Access will be reviewed again on the young person's 16th birthday. Proxy access may be suspended. In situations where the young person already has own control of their online services, there will be no need to make any changes unless the young person requests this.

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. 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 (Fort William Library is located at Airds Crossing and the telephone number is 01397 703552).

What happens when I submit my online prescription order?

Your order message arrives securely and directly into the practice IT system at the surgery. Incoming order messages are picked up regularly during surgery opening hours. A member of staff in the practice processes the new order message and the practice IT system generates your paper prescription. Once this part has been done, the status of your order in Patient Services Online changes to **Processed**.

There are a few steps yet before the prescription is ready for collection at the surgery or reaches your preferred Pharmacy;

- the paper prescription (GP10) needs to be passed through to the GP for signing
- the signed prescription is then ready for collection at the surgery or stored in the relevant Pharmacy bag pending next collection (most Pharmacy collections are twice daily)
- when your prescription arrives at the Pharmacy (whether taken in by you or via the Pharmacy bag), there are a series of steps before it can be dispensed to you or is on the shelf ready for collection.
- **Please allow 48hrs from submitting your online order for it to reach your pharmacy**





Can I see all my regular medicines on my Patient Services Online account?

There are different ways of setting up prescriptions in your GP medical record

Each type of prescription has a different process

This is to ensure that your medicines are managed safely and you get the appropriate level of clinical review by the right clinician at the right time

The table below shows which prescriptions can be viewed/ordered via Patient Services Online

TYPE OF PRESCRIPTION	DESCRIPTION	STATUS	Patient Services Online	
			VISIBLE VIA PATIENT ONLINE SERVICES?	CAN BE ORDERED VIA ONLINE SERVICES?
Acute Prescription 	A single issue of a medication following consultation and assessment by a prescriber (e.g. antibiotics)	A consultation is required each time an acute prescription is needed	X	X
Managed Repeat Prescription 	Available requests	Available to order	✓	✓
	Unavailable	Not available to order This could be due to a variety of reasons; <ul style="list-style-type: none"> - <i>No available requests remaining as a review is due</i> - <i>Ordering too soon since last issue</i> - <i>The medication has not been issued for more than 12 months and a review is due</i> If you need to order medicines which are showing as unavailable, please contact the practice	✓	X
Serial Prescription 	A long-term prescription for 56 weeks, issued by your GP practice and dispensed at 8 week intervals by Community Pharmacy	When the final 8 week supply is issued, a "Treatment Summary Report" is sent from the Community Pharmacy to the GP Practice to arrange a clinical review.	X You do not need to order your Serial Prescription – it will be ready for you to collect from your usual pharmacy when due	
Out of Practice Prescription 	A Rx prescribed from out-with the practice (e.g. by the hospital)	Your review will be arranged by the clinician who is prescribing your medication	X	X