

Information about someone else

If you spot something in the record which is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

Information security

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 we 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.

Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

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 and not easily understood.

If you come across any medical terminology with which you are not familiar and is causing you concern, please try the following websites as a first port of call:

www.nhs.uk
www.patient.info



If these websites do not contain the answers you require please contact the surgery on 01225 866611 and speak to Matthew Glass, who is our online access representative at the surgery.



BRADFORD ON AVON &
MELKSHAM HEALTH PARTNERSHIP

Accessing GP Records Online Patient Information



The Health Centre

Monday—Friday
8:30am—6.00pm
01225 866611

St Damian's Surgery

Monday—Friday
8:30am—6:00 pm
01225 898490

Winsley Health Centre

Monday—Friday
8:30—1:00pm then
2:00pm—6:00pm
01225 860003

Reviewed March 2016

Approved by The Patient Participation Group



From 31st March 2016 it is a requirement that GP surgeries offer patients online access to (read coded) medical records.

Read coded medical records will be accessed through TPP SystmOne Online. This is the same place where online appointment bookings and prescriptions are accessed.

Online access to read coded medical records is treated separately from access to online prescriptions and appointment bookings and is subject to more stringent safeguarding procedures.

What is a read code?

Read codes are the standard clinical terminology system used in General Practice in the United Kingdom.

The coded record includes:

- Diagnoses
- Signs and symptoms (such as coughing, headache etc.)

The coded record excludes:

- Letters
- Free text

How do I access my read coded record online?

In order to access your read coded medical record online please study this information leaflet thoroughly. Once you have done this please read carefully and sign the “Application for online access to my read coded medical record” form and present it to reception with a valid form of photo ID such as a passport or driving licence.

Once this has been done we will endeavour to grant you access within 21 days. This does not include online access to other services such as prescriptions, which can be turned on instantly and accessed within 24 hours.

Key considerations

Some considerations to think about before accessing your records online are listed below.

Eligible age groups

Following NHS guidelines we will be granting access to view read coded medical records online to those over the age of 16 only.

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news

You may see something that you find upsetting. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact us.

Choosing to share your information

It’s 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.

There are circumstances in which the practice cannot grant access

The practice may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties.

The practice has the right to remove online access for anyone who does not use them responsibly.

Please note that the records you access will be your **electronic** record only. This may not include records from your paper notes.