

## Bartlett Group Practice

### Online Services Records Access Patient information leaflet 'It's your choice'

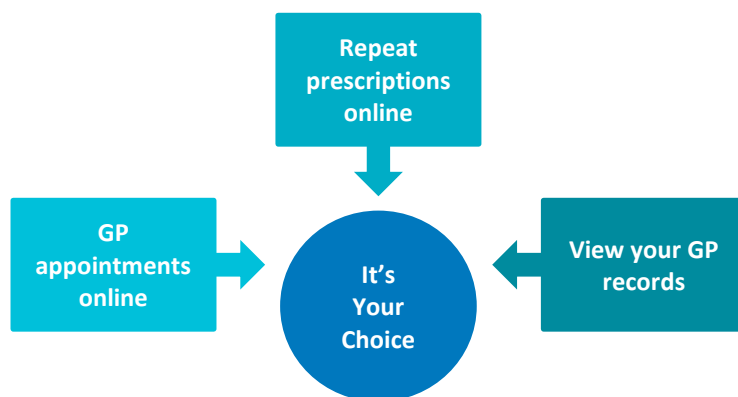
If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record 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. 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.

Two forms of ID (one of which should be photo ID, the other a proof of address) will be required by your practice to verify your Identity together with your application form.

You will be given registration details to register on your chosen Online Access site (preferably the NHS APP or Patient Access), 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 – unless you choose to share your details with a family member or carer.

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



**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.**

## Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

### Things to consider

#### Forgotten history

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

#### Abnormal results or bad news

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

#### Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

#### 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, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

#### 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.

### More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

## How to register with Patient Access

When you have a registration letter, use the steps below to set up your Patient Access account.

### Create your Patient Access account

1. On the **Patient Access sign in screen**, select **Register now**.
2. Enter your personal details.  
**Note:** The gender field is optional.
3. Enter your account details.  
**Note:** The Mobile phone and Marketing fields are optional.
4. Accept the Terms and Conditions.
5. Select **Create account**.
6. The account is created. Next choose one of the following options:
  - a. Link your GP practice (to link to your practice).
  - b. Skip for now (you can always link later using the Navigation pane or the **My Account** section (available when you select your name)).
7. Your account has been created.

### Link to your practice

Next use the registration letter to link to your practice.

1. Select **Link Your GP Practice**, at either the end of the registration process detailed above, or from the navigation pane.



Home



Health Advice



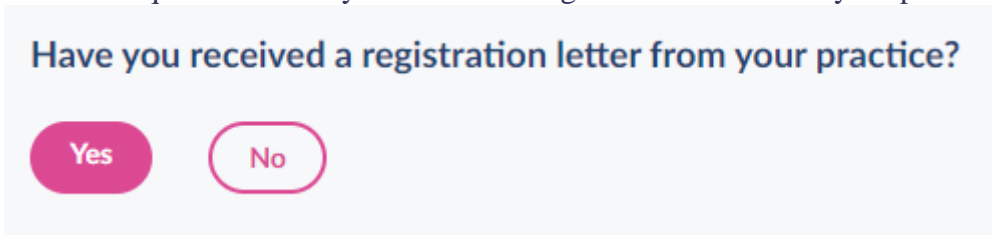
Appointments



Link Your GP Practice >

2. Enter the practice postcode or name of where you are currently registered.
3. When searching, please search for **Frimley Green Medical Centre** even if you are registered at Ash Vale Health Centre.
4. Select **Search**.
5. Select your practice from the list provided.
6. Select **Continue**.

7. Below the question 'Have you received a registration letter from your practice?', select **Yes**.



8. Enter the Linkage key (which is recorded on the registration letter).

9. Enter the Account ID (which is recorded on the registration letter).

10. Select **Confirm**.

11. Check your personal details and enter either your house number, flat number, or street number, then select **Continue**.

**Note:** The personal details must match the details held by your practice.

12. Confirm (enter) your password, then select **Link Account**.

13. On the confirmation screen, select **Done**.

Your account has been linked to your practice.

You will now be able to sign in with your User ID.

Once you have signed in, you will see a message at the top of the screen asking you to confirm your account details. There are two reasons for this:

1. To ensure your Patient Access account details are correct and up to date.
2. Confirming or adding your email address will allow you to sign in using this address in future. You will use your email address and password, *or* your user ID and password.

Simply check your details, add any missing information e.g. email address, enter your existing password, then select **Submit**.

Should your contact details change at any point, these can be updated using the My Account section.

