**Online Access**

**Online Services Records Access: Appointment Booking, Repeat Medication Request and Viewing Detailed Coded Records**

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.

Before you are able to use this service you must first have access to your personal registration information.

**Important Information**

Patients aged 16 and over must apply for this registration form in person. Applications cannot be made for anyone other than yourself.

You can only make one routine appointment at a time via the internet booking facility. It is not until this appointment has been attended or cancelled that you can book another appointment. If you need to make more than one appointment you will need to ring the surgery in the normal fashion.

In the case of urgent appointments please ring the surgery.

Any appointment with a doctor, booked at the surgery via the internet service, phone or in person **can be cancelled** using the online appointment facility. You will need to contact the surgery to cancel it.

Electronic prescription requests will still take 48 hours to process. If you require urgent medication or medication that is not on your repeat list, you will need to bring a written request into reception as before.

Repeat prescriptions will need to be either collected from us in the usual way, you may arrange for a nominated chemist/pharmacy to collect on your behalf, or you may nominate a pharmacy and have your prescriptions delivered electronically to the pharmacy **via the Electronic Prescription Service (EPS).**

Before you apply for online access to your record, there are some other things to consider. Please refer to **'Online Services Records Access: Patient information leaflet ‘It’s your choice’ for details.**

You will need to REQUEST access to your detailed coded records. The level of access will depend on decisions made at the practice, the individual patient and the contents of their record. The vast majority of patients can be given detailed coded record access. A few patients will require more restricted access and on rare occasions no access if it’s in the best interest of the patient.

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 information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.

When viewing your recorded data, you must take care in determining your interpretation of what the data is identifying.

If you have online access but is unable to view your coded records, please complete application form to REQUEST access for viewing detailed coded information. Application form available online or in reception.

**1. HOW TO OBTAIN YOUR REGISTRATION INFORMATION**

Patients can register to use Patient Access by registering in person at the surgery,

To obtain your registration information, please speak to one of our Reception Staff for an application form and practice guidance letter or see the links below for the registration forms.

**Chaperones**

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend.

On occasions you may prefer a formal chaperone to be present.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the Practice staff present during your consultation please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and it will be arranged.

**Confidentiality**

All staff in the Practice are bound contractually to maintain patient confidentiality and any proven breach of this will be treated extremely seriously.

We respect your right to privacy and keep all your health information confidential and secure. Confidentiality also extends to patients' family members. Medical information relating to you will not be divulged to a family member or anyone else without your written consent.

As we are a computerised Practice, all our patient records are kept on computer and we can assure patients of complete confidentiality.

Your rights are protected as we are registered under the Data Protection Act 1998.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

The patient‘s rights in relation to disclosure of such information are covered by the Practice‘s registration under the Data Protection Act and we follow the guidance issued by the GMC in *‘Confidentiality: Protecting and Providing Information’* which explains circumstances in which information may be disclosed.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

**Hospital Referrals**

Wherever possible, routine hospital referral letters will be done within three days, or on the same day if very urgent.

Decisions regarding your treatment, including the options open to you, will be explained and discussed with you before any referral is made.

**Carers**

The Practice has a Carer’s Register for people who care for a relative/friend.

There is a Carer’s Board and plenty of carers’ information leaflets in the patient waiting areas for adult and young carers.

Please inform the Practice if you are a [Carer](http://www.scottparksurgery.co.uk/pages/Carers) or being cared for so that this information can be recorded in your records. Please also inform the practice should your circumstances have changed.

If you are giving regular and substantial help to a person that you care for, you may be entitled to a Social Services Carers Assessment. The assessment gives you advice and information. You and the person that you care for may be entitled to practical help and support.

Adult Carers should contact the Adult Social Care Service on **01702 215008** for a Carers Assessment.

Young Carers should contact Children's Services (including Education and Children's Social Services) on **01702 215007** for advice and support.

The Southend Carers Forum Group can be contacted on **01702 393933.**