

## 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>

Other useful information link  
<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/overview.aspx>

## Other information

The Practice Access Managements Leads are:

NAME	POSITION/ROLE
Dr N Chandra	Senior Partner/Clinical Lead and Caldicott Guardian
Lynne Bolton	Practice Development Manager and Information Governance Lead
Rachael Atkinson	Information Management & Technology Officer



## Care Quality Commission requirements

All GP Practices and other Primary Medical Services have to be registered with the **Care Quality Commission (CQC)** by April 2013, under the Health and Social Care Act 2008. The registration process for Dr N Chandra & Partners is complete and our application has been accepted. Our Registered Manager is Dr. N. Chandra. You can find out more by following the link on our website and click on this link: [http://www.cqc.org.uk/widget\\_code/1-551066477](http://www.cqc.org.uk/widget_code/1-551066477)

**In April the Practice registered with the CQC as a provider of online services to patients.**

**IF YOU NEED THIS LEAFLET IN LARGE PRINT PLEASE CONTACT RACHAEL**



# North Road Suite

RAVENSTHORPE HEALTH CENTRE

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

Practice telephone number for online enquiries  
01924 351520 select option 4  
and ask for ext.: 1816  
Rachael Atkinson

- Dr. Natarajan Chandra. MB BS FRCS D.Occ.Med MRCGP
- Dr. Srinivasan Nagarajan. MB BS FRCS MS (Gen Surg)
- Dr. Sharmala Ramalingam. MB BS DRCOG MRCGP DFFP

1st Floor Ravensthorpe Health Centre, Netherfield Road, Ravensthorpe, Dewsbury WF13 3JY

Tel: 01924 351520 Fax: 01924 452998

## 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 (**however, we do not take requests for repeat medication over the phone**). 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.

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 – unless you choose to share your details with a family member or carer **in which case you will have to provide your consent to grant proxy access our staffs can help you with this.**

**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 **but we strongly suggest this is done by proxy access only with your consent and this must be done at the Practice** – ask our team for details. 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 you notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

If you are unsure about any aspect of registering for online services our team will be only too happy to help you, please feel that you can speak to us in complete confidence. In the first instance please contact Rachael Atkinson her details are on the front of this leaflet.