



Castle Donington Surgery

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ONLINE ACCESS and ACCESS TO MEDICAL RECORDS

This practice uses online services via TPP's SystmOnline, an online system which enables you to access your repeat medications, book appointments and view your medical record using a personal computer (PC) or mobile device and the internet.

Registering and consenting to use SystmOnline

Before you can start to use SystmOnline, you must complete and sign the application form, which you should hand to a member of the reception staff. You will also need to provide a valid form of photo ID.

Before signing the application form, we would like to make sure that you understand:

- What the system does
- What your responsibilities are
- How your data is stored

To be able to use the system, you need a PC or other device with a web browser such as Internet Explorer or Google Chrome and a connection to the internet. You can also download the TPP / SystmOnline App which is available for iPhone and Android.

When you have signed the consent form and have been successfully "set up" by the practice, we will issue you with your username and password. This will be needed to access the system.

If you lose your access information and/or password, ask a member of the reception team for help.

Viewing your medical record

You can view the following areas of your medical record:

- **Summary Care Record:** *Summary of some of the information in patients' GP records e.g. allergies/adverse reactions, and medications*
- **Detailed Coded Records:** *Included are demographics, allergies/adverse reactions, medication, immunisations, test results, coded problems, diagnoses, procedures, coded referrals and other coded data.*
Excluded are: *free text, letters and attachments and administrative items*
- **Full Record Access (Prospective only):** *In addition to the detailed coded records (DCR), access to a full patient record includes free text consultation notes and documents i.e. hospital discharge letters, referral letters etc*

There may be some information that you are unable to see. This is because the practice wants to make sure that you cannot view third party information (information provided by someone else), which you do not have a legal right to see. It is unlikely that your record contains such information, but the practice must put procedures in place to safeguard both you and third parties against this risk. Hence the 28 day processing time.



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Advantages of SystmOnline

SystmOnline has the following advantages for you as a patient:

- Book appointments and order repeat medication
- You can obtain important information without having to contact the practice, for example, test results, hospital letters and information about allergies and immunisations
- You can check that your medical record is accurate.
- You can become more involved in your medical care.
- You can access your record easily and share it with anyone you choose, for example, your family and other doctors etc..
- It increases safety; for example, you can access your record if you become ill while abroad.

Information security

The information you view within SystmOnline comes directly from the clinical system at the GP practice. This information is encrypted and sent securely from the GP practice system to your device. This means that it is very difficult for anyone else to intercept and read the information.

When you log off SystmOnline or if there is any problem with your computer (for example, a power failure), all your confidential medical information is cleared from your computer.

SystmOnline does not allow anyone else to view your medical information, other than the staff that are entitled to have access to it at the GP practice.

To view your medical record, you need to log on to SystmOnline by using a pass phrase that only you know. Unless you give your pass phrase to someone else, you are the only person who can access your information.

Always remember to log off SystmOnline when you have finished viewing your medical record.

Errors and missing information

If you find any errors in your medical record, or if any information is missing, you should tell the practice immediately.

If you see someone else's medical information, you must log off immediately and inform the practice.

Problems and concerns

SystmOnline access will be limited and exclude information which you should not have access to for legal reasons, and information which could seriously harm you or someone else. If you see such information through error and are upset by it, you should discuss it with your doctor.

If you think that someone might bully you into showing them your record, it would be best not to register for online services.



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After viewing your medical record, you should consult your doctor if there is anything in your medical record that you do not understand. Remember that your medical record is designed to be used by doctors, so it may contain abbreviations and technical terms. You will probably understand most of what you read but ask your doctor if you need more information.

Proxy access for children

There are complex laws about accessing children's records and because of this Royal College of General Practitioners (RCGP) guidelines state that;

*"From 11–16, a parent with proxy access will be able to manage certain elements of the young person's record, such as demographic data, and make appointments and order repeat prescriptions, **but they will not be able to see the young person's past appointments or clinical record.**"*

Practices need to be aware that there may be some risk from the parent being able to see the current prescription record."

The practice policy may prevent you from accessing your child's records when the child reaches 11 years old however you will still be able to manage prescriptions and appointments.

All proxy access will be terminated on the child's 16th birthday automatically by the computer system.

Proxy access for adults

As an adult with capacity to make your own decisions; you may wish for another person be given access to your account. Commonly this is to allow them to manage appointments or order your repeat medication.

We ask all patients to be mindful of the access they give to other people. **Do you really want to give that person access to your medical records or just the ability to order your medication?**

All patients must complete and sign the access request forms, when granting access to other people. **A valid form of photo ID will be needed for all proxy access requests.**

Proxy access for carers

It is common for carers to manage appointments and medication on behalf of patients who may not be able to give explicit consent for online access or be able to complete the access request form.

In these instances we ask the carer complete the request form and the patient's GP will consider the request. This may involve a telephone call to the patient. This could also be discussed at an appointment or home visit with a GP.

ANYONE BEING GIVEN PROXY ACCESS MUST HAVE AN ONLINE ACCOUNT OF THEIR OWN.