Introduction

The *quickest* most *efficient* way by far to order a prescription or book/cancel an appointment is to register for our Patient Online Access. This will save endless time waiting in a call queue as well as streamline the repeat prescription orders to get it to your chosen destination in the quickest safest possible way. Our Patient Online Access facility will enable you to:

- Book/cancel appointments
- Order Repeat prescription
- View Summary Information (allergies, adverse reactions and medications)
- Or even give a detailed coded access if you fill in the 'In depth' Access Form.

Registration for online services

This practice accepts applications from patients as well as their proxy. Proxy access refers to access to online services by somebody acting on behalf of the patient with the patient's consent.

The appropriate application form must be completed prior to any online access being enabled. Appendix A –Application for online access to my medical record should be used for patient's wanting to access their own detailed coded information held within their medical record.

The By Proxy Application for online access should be used for patients wanting someone else acting on their behalf to access the online services.

ID Verification

ID verification is required to ensure access is granted to patients/proxy users that have a legitimate reason to access a record. This will prevent access being granted to the wrong person and support the practice to adhere to information security guidelines. There are a number of options for identification verification including:

Documentation
Two forms of documentation must be provided as evidence of identity, one of which must contain a photograph. Acceptable documents include passports, photo driving licences and bank statements. If none of the above is available household bills may be accepted at the discretion of the Practice Manager and IT & Data Quality Lead.

Timescales
Practice Support Workers /Admin Team will be able to grant access to patients who present with the correct identification, for appointments and medication within 14 days.

Considerations/Approval of Access
The practice will not approve on-line access to detailed coded information if it is deemed that it may cause physical and/or mental harm the patient.
Patient records will be checked by trained members of staff within the practice the names of which will be communicated internally.

Access for children, parents and guardians

- Child access will automatically be disabled when a child reaches the age of 14. This is a national guideline to protect confidentiality
- A parent can request a competency assessment if they wish.
- A child deemed competent may have access to their online record or authorise a parent/carer to have Proxy Access
- Where a child is deemed not to be competent, a parent will apply for access but will be registered as a Proxy User**. (**This will be reviewed by the practice annually, or when the child attends a further appointment – whichever is the sooner)

Proxy Access

A competent patient can choose and consent to allow access to relatives and/or carers. The form included in Appendix 3 must be completed.

Levels of Access for Patients

There are different levels of Access available to patients. Access levels can be as follows:

- Appointments, Repeat Prescriptions and Summary Information
- Appointments, Repeat Prescriptions and Detailed Coded Record Access

The practice will not automatically grant access to Detailed coded Data to those patients currently with access to appointments, repeat prescription and Summary Information. Patients wanting access to their Detailed Coded Information MUST complete and submit an additional Access Request form. At any point the practice can revoke Online Access to patients if the functionality is abused.

Appointments

This practice will allow a patient to pre book up to 4 appointments in advance.

The number and type of appointments made available via online services are as follows:
- *GP appointment - up to 2 per session*
- *Nurse appointments - up to 2 per session*

Repeat Prescriptions

Repeat prescriptions can be ordered online but prescriptions that have been issued before and are not on repeat can also be requested as a note.

Relevant reference documents to support policy:

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