



**Patient Information Leaflet
Online Access to Appointments Booking,
Repeat Prescriptions
and Accessing Detailed Coded Records**

An Introduction to Patford House Partnership Online Services

Practices are increasingly enabling patients to be able to request repeat prescriptions and book appointments online.

Patford House Partnership offers registered patients the ability to book and cancel routine appointments to see a doctor of your choice using our medical system, SystemOne, via SystemOnline. This system also enables patients who require regular medication to order their repeat prescriptions online.

Once you have registered to use this system, you can simply log on via the Online Services link from the surgery website at www.patfordhousepartnership.co.uk day or night, 365 days a year, to make or cancel your doctor's appointments or request your repeat prescriptions.

Some patients may wish to access more information online. Contractually from 1st April 2015, Practices are now obliged to assist access to medications, allergies and adverse reactions as a minimum and from the 1st April 2016 your coded medical data.

However this requires additional considerations as outlined in this leaflet. You will be asked that you have read and understood this leaflet before consenting and applying to access your records online. For access to your Medical Coded Record, the practice will also need to verify your identity again even if you already have access to the Appointments and Prescriptions system online.

Proxy Access: It is also possible to consent to proxy access to Online Services. In other words, you may choose to give a relative or carer access to your record or (for children under 13) parents may access their child's record online. In these cases a **Consent to Proxy Access to GP Online Services (General)** form must be completed. Where both parties are over 16 both the patient and their representative(s) will need to sign the form.

Parents and Children: Please be aware that parent's proxy access to a child's online record ceases automatically when they reach the age of 13. Access to the child's record will need to be reinstated by completing a **Consent to Proxy Access to GP Online Services (Children between 13-16)** form which **MUST** be signed by the child. Their GP will need to confirm that they are deemed 'competent' to do this, for which there are stringent standards in medical law. Once the child reaches 13, if they wish to have access to their own record, they may apply to do so.

Requesting your SystemOnline Login Details:

To register for SystemOnline an **Application for Online Services** form must be completed. These are available from Reception or on the Practice website. Each patient must complete a separate form.

Please return the completed form to the surgery, ensuring that it has been signed and dated where required. We will endeavour to issue your login details as quickly as possible, however please allow up to 5 working days for your account to be activated.

For security reasons your username and password details must be collected from the surgery **IN PERSON**. The details cannot be given out over the phone, by post or by e-mail. **You must bring with you some photo identification (e.g., passport or driving license) as we will need to verify your identity.**

If you have a condition that prevents you from attending the surgery you may nominate a relative or carer to collect the online access details on your behalf by adding their details to the **Application for Online Services** form. Please be aware that if you choose to do this it is at your own risk. The person collecting your form must bring **YOUR photo identification** in order for your security details to be released.

Creating your SystmOnline Account:

Once you have received your account details from Reception, you must then create your account with SystmOnline. This can be done via the Appointments link within the Online Services section of our website by clicking on the link. You must enter your details when prompted **EXACTLY** as they appear in your letter. You will be able to change your password to something that is easier for you to remember.

A SystmOnline account can be deactivated at any time on request.

Important Considerations
Service Provision – Our Terms and Conditions Whilst we will make all reasonable efforts to provide the online service, we will not be liable for any failure to provide the service, in part or full, for any cause that is beyond our reasonable control. This includes in particular, any suspension of the service resulting from maintenance and upgrades to the systems or those of any party used to provide the service. We may, where we consider appropriate, suspend, withdraw or restrict the use of the service. We will tell you as soon as is practicable if any such action is taken.
Who can Access the Service You must be registered as a patient at Patford House Surgery or Sutton Benger Surgery (this is not a requirement for your Proxy).
Appointment Booking Online appointments are available only for ROUTINE DOCTORS' APPOINTMENTS to discuss a single issue. The system is set to allow one appointment to be booked online at any one time. All bookings are cancellable online. If an appointment booked online is not cancelled and results in a 'Did Not Attend' the surgery reserves the right to revoke its use.
Security You must keep your login details and password safe and secure and it is your responsibility to do so. 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.
Choosing to share your information with someone It's your choice on 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.

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.
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.

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>