

OnLine Access for our Patients

How to interact with our Practice via the internet

If you wish to, you can now use the internet

- ❖ to book appointments with a GP
- ❖ to request repeat prescriptions for any medications you take regularly
- ❖ to look at your medical record

Even when you have online access, you will still be able to telephone the surgery, or call in, for any of these services: it's your choice.

Being able to see your record online might help you to manage your medical conditions. It would also mean that you could even access your record from anywhere in the world should you require medical treatment while away from home.

If you decide not to take up online access, or wish to withdraw later on, this is your choice and practice staff will continue to treat you in the same way as before. Your decision will not affect the quality of your care.

Note also that the practice reserves the right to cease to provide online access for anyone who doesn't use the facility responsibly.

This leaflet tells you how to set up your online access and also outlines why it will be useful to you. Also covered are some possible disadvantages.



Riverside Surgery
Bovey Tracey

01626 832666

Tower House Surgery
Chudleigh

01626 852379



How to register for online access

You will need to call at Reception and provide the Practice with proof of your identity, preferably with a photo document as evidence—such as your driving licence or passport. You will be given login details consisting of a username unique to you and a temporary password.

Logging in for the first time

When you log in to the surgery system for the first time, you will use your user name and the temporary password.

Choosing a password

The next step will be to choose and enter into the system your own unique password which will replace the temporary one.

You should use a password which is easy to remember but not easily guessed: this will ensure that only you can access your record—unless you choose to share your details with a family member or a carer.

After setting up your unique password, you will be asked to log out of the system and then log in again using your username and your own password—the one which you've just set up.

All set up

Once you're logged into the system again, you will be able to explore the various options available to you. If you're even vaguely familiar with looking at websites online, you'll find our system easy to navigate. If you're a little daunted by all this, it would be a good idea to ask someone to help you the first few times.

Log out when you've finished.

Look after your login details

It is your responsibility to keep your username and password safe and secure. If you ever know or suspect that your record has been accessed by someone who you have not agreed should see it, then you should change your password immediately. If you can't do this for some reason, contact the Practice so that we 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 the print-out secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

Things to Consider

You'll find booking appointments and requesting repeat medication very easy and you might like the idea of being able to look at your medical record. However, before you apply for online access to your record, there are some other things to consider.

Requesting access to your medical records

This will be granted at the discretion of the Practice. Once a request has been made, the Practice will endeavour to comply within ten working days. In some instances, the Practice may feel that it is not in your best interests for you to have online access to your medical records, and you will be informed accordingly.

Forgotten history

There may be something you have forgotten about in your medical record that you might find upsetting when you're reminded about it as you look at your record.

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. This could occur before you have had the opportunity to talk to your GP, 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. It's your choice, but also your responsibility to keep the information safe and secure.

Possible coercion

If you think you might 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 full of technical words, written by specialists and not easily understood. If you ever require further clarification about what you see, please contact the surgery for help.

Arranging online access for someone you care for

If you would like to arrange online access for someone you care for, please ask at Reception who will ensure that the correct information and forms to give authorisation are passed to the patient.

Ask at Reception to start the registration process.

More information can be found on the Practice website at www.towerhousesurgery.co.uk

Allowing someone else, such as a carer, to have access on your behalf

Please note that in order to allow someone else such as a carer or family member to have online access on your behalf, a *Consent to proxy access to GP online services* form must be completed. This can be obtained from Reception.

If proxy access is granted, the person concerned will be able to book appointments for you and manage your repeat medications.

More information can be found on the Practice website at www.towerhousesurgery.co.uk

If you would like to have a copy of this leaflet in a different format to make it easier to read, please contact the Practice.