

Accessing GP Records Online

Bermondsey and Lansdowne Medical Mission - Patient Information Leaflet

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

Some patients may wish to access more information online and contractually from 1st April 2015 practices are obliged to assist access to medications, allergies and adverse reactions as a minimum and from the 1st April 2016 coded 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. The practice will also need to verify your identity.

Please note:

- **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.**
- **The practice may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

Key considerations

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. 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 notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

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How to register

To register for online services access you will need to complete a form. You can obtain the form needed from reception or our website: www.blm2.co.uk

If you wish to access your medical records we need to verify your identity. This is to ensure patient confidentiality is protected before we provide you with access to personal and sensitive data. You will need to present two documents, one of which should be a photo ID document (Passport, Driving licence or bank/credit card statement with your current address).

Practice Admin Team will be able to grant access to patients who present with the correct identification, for appointments and medication on request.

If patient's requests access to their detailed coded information they will be notified that it may take the practice up to 14 days to review their application and grant access if appropriate. This is a guide only and in some circumstances may take longer.

Once you have been granted online access, you will be then sent login details, so you will need to think of a password which is unique to you. This is to ensure that only you are able to access your record. Once you are registered for this service you will be able to access this online on your own computer.

If you need any further assistance please contact the practice.

Please note that the practice has the right to remove online access to services for anyone that doesn't use them responsibly, there is any coercion involved by third parties to access records or if you or GP thinks it is not in your best interests to look at records online. We would discuss this with you first.