

Patient Access has been in use in the surgery for a couple of years now and many of our patients are happily using it to let us know that they have changed address, book appointments and order repeat prescriptions over the internet. We have now extended the facilities offered using this system.

We have the option to open up your medical record for you to view using the same system, Patient Access. You still need to have your User ID and password. When you log on, you will then have the option to view your record. Only you can see this information by logging onto Patient Access with your unique User ID and password but it will be available to you whenever you have internet access.

Listed below are some of the questions we think that you may want answered to help you to decide if you want to go ahead.

Q. Is this compulsory?

No. If you do not want to use this you do not have to and you can carry on just as before.

Q. What will I be able to see?

- Results e.g. blood pressure, blood tests, records of X-rays
- Vaccinations and immunisations
- Medications
- Letters to and from the doctor
- Allergies, active problems
- Consultations
- Examination dates, investigations and outcomes

Please note, if we record an entry as 'date unknown' Patient Access will show it as 1899 on the page that you view. We realise we have no patients likely to be this old and it is simply a default computer position.

Q. Can I alter the record?

No. This is a 'read only' facility. You can however, print off details to take to e.g. a hospital appointment. If you think that there is something that needs to be changed, you will need to contact the surgery.

Q. What are the advantages for me?

- If you are waiting for results you will see them as soon as they are added to your record and you will not have to ring the surgery.

- You can look up your list of immunisations
- You will be able to view your record at home, overseas, in hospital (e.g. to share with hospital staff), in the outpatients' department or whenever you want access and have an internet connection.
- It is secure as only you have access (apart from the surgery staff as now).

Q What are the risks for me?

- There may be something in your record that you do not want to be reminded about.
- Some terms may be difficult to understand as the notes are made by doctors and nurses for each other. There will be links to explanations to help you.
- Test results that are abnormal and posted say, on a Friday, may worry you over the weekend if you cannot see the doctor or nurse to discuss them.

Q. What about children?

We only allow Medical Record access to those aged 16 and over.

However, there may be young people who are capable of managing their healthcare and who will want their records to remain closed to their parents. The surgery will make the decision in individual cases based on the judgements made by the doctors as to which young people are competent to manage this system themselves.

Q. Can you turn it off?

Yes. As with the current arrangement, we can turn off the access in part or altogether.

Q. What about security?

As with online banking you control viewing by using your User ID and password. You will be responsible for keeping it safe and not revealing it to anyone.

Only the surgery computer system permanently holds the data. The encrypted data will only be a temporary record on your Web Browser.

Logging off or a power failure will clear all the Patient Access information on your computer system.

Q. How does this affect the NHS Summary Care Records system?

This is an alternative to the NHS national system and means that you will be in control of when and who sees your details. The national system makes your details available to all NHS staff with appropriate clearance. You can still have your details loaded to the national system if you so wish when it becomes available.

Q. What happens if I change practices?

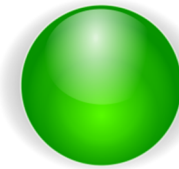
Another practice may not use the same clinical system and so we cannot guarantee that you will be able to have this facility at a different practice.

Q. Where can I get more information?

There is more information on the patient access website.

<https://patient.emisaccess.co.uk/Static/Help>

Please do not ring the surgery unless you cannot find the answers you require on the website as this will block the telephone lines for patients who may have urgent medical problems.



Ridgmount Practice

Patient Access Electronic Records' Viewer A Guide for Patients