

To apply and register

You will need to visit the surgery with the application form completed, and two documents: one showing proof of your address and an item of photo ID.

Application forms are available from reception or from the surgery website

Due to the highly confidential nature of this service, we require all new applicants to bring their ID to be validated and you must be over the age of 16.

The reception team will forward the application to a member of the clinical team for approval. Once processed, your login details will be sent to you and you will usually be able to view certain elements of your medical record within 5-10 working days.

More information

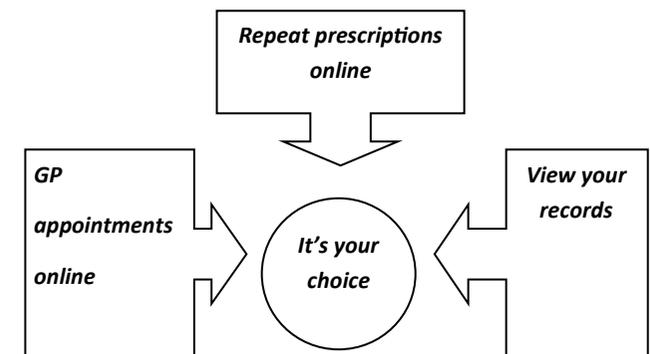
For more information about keeping your records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society, called 'Keeping your online health and social care records safe and secure' here:

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

WELCOME TO WELLFIELD HEALTH CENTRE



Online Access Patient Leaflet



Online Access

If you wish to, you can now use the website or an App via a computer, a tablet or a Smartphone to book appointments with a GP, request repeat prescriptions for any medication you take regularly and look at your medical record. You can still use the telephone or call into the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can access your records from anywhere in the world should you require medical treatment whilst on holiday.

If you decide not to apply for online access or wish to withdraw, this is your choice and the Practice staff will continue to treat you in the same way as before.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record.

If you prefer, you may ask for a family member or carer to access your records on your behalf. This is called **Proxy Access**. If you would like Proxy Access to be set up please ask reception for the Proxy Access Application form.

Protecting your GP online records

You should keep your username and password secret and it is best not to write it down. Treat it just like your bank account PIN. You would not want others to know how to get into your GP records

If you think someone has seen your password, you should change it as soon as possible. If you are not able to change your password for any reason please call the surgery so that your access can be removed until you are able to reset your password.

You should not share your username or password. No one should force you to show them your login details, you have the right to say no. If someone forces you, tell the surgery as soon as possible.

Take extra care when using a shared computer and make sure you log out when you have finished so that no one else can see your personal information or change your password without your knowledge.



Things to consider

Before applying for online access to your record, there are some things to consider. Although the chances of these things happening are very small, please read and consider the following before applying for access:

Forgotten history: There may be something you have forgotten about in your medical history that you might find upsetting.

Choosing to share information with someone: It's your decision whether or not you share your information 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 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. If you require further clarification, please contact the surgery.

Abnormal results or bad news: 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. If this happens contact the surgery as soon as it reopens.

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.