



Patient Information Leaflet - Patient Access

Before you begin to use “**Patient Access**” for Medical Record Viewer, book appointments and/or request repeat prescriptions on-line we would appreciate it if you could read the following guidance. This guidance is also available on www.darwenhealthcare.co.uk

Sign up for Patient Access

1. Complete the Patient Access Application Form.
2. Bring the completed form with **photo identification** (i.e. photo driving licence or passport) to reception.
3. Allow up to 14 working days, to process your application before collecting your unique login details in person (a signature will be required).
4. Visit www.darwenhealthcare.co.uk and click on the Patient Access link to register and create your own username and password on your first login by following the online instructions.
5. You will be prompted for your personal login details, which will be on your registration letter, previously obtained from the Surgery.
6. You can then register and use our online services.

Booking Appointments

Types of Appointments you are able to book on-line

You have the ultimate responsibility of making sure that the appointment you book is correct for your needs so if you are ever unsure please do give us a ring.

- You can only make one routine GP appointment at a time via the internet booking facility. It is not until this appointment has been attended or cancelled that you can book another appointment. If you need to make more than one appointment you will need to ring the Surgery in the normal fashion.
- You can only book appointments for yourself through this system – each person has a different access code so if more than one person in your family wishes to book on-line they will all need to be registered individually.
 - Urgent appointments can not be bookable through this system – you will need to contact the Surgery directly.
 - If you are unsure as to whether you should see a Doctor or a Nurse please contact us.

Cancelling Doctor Appointments

Any Doctor appointment booked via the internet service, over the phone or in person **can be cancelled** using the online appointment facility.

We would ask that if you will be unable to attend an appointment that you have booked online or otherwise, that you either cancel it online or contact us by telephone to cancel it. This will allow us to offer the appointment to another patient.

Missed Appointments

We realise that there are valid reasons for not attending; however, we will be monitoring such occurrences on a regular basis. If you miss an appointment more than twice in one year we will remove your facility to use **Patient Access**, however you will still be able to book appointments over the phone with our receptionists.

Ordering Repeat Prescriptions

Please note that you will be responsible for checking the web-site a day or so after ordering your prescription to ensure that we have accepted this request. If we do have cause to query your request (for example your medication review is overdue) then we will do our best to contact you but ultimately the responsibility lies with you to check the web-site. If the web-site shows that your request has been declined please contact us as soon as possible.

You may find that you are unable to order your repeat medication; this could be due to the fact that you are ordering them too soon. Please contact the surgery if in doubt.

Only your current repeat prescriptions will show on the web-site – if you wish to request a medication you have had in the past or there is a change to your current medication you will need to hand in a written request.

The same time-scale (48 working hours) will apply to on-line requests as other prescriptions requests.

Repeat prescriptions will need to be collected from us in the usual way or you may arrange for a nominated chemist/pharmacy to arrange this for you.

Inappropriate Use

We will be monitoring the use of this service and we are sure that you will find it most useful. If however we find that any users are abusing the service, we will revoke access to the service and you will need to liaise with our reception team for services.

We would consider inappropriate use as:

- Booking appointments and not using them
- Booking appointments for other family members using your name
- Consistently booking inappropriate appointments with the doctors
- Consistently over-requesting and overstocking of medications.

Levels of Access for Patients

There are different levels of Access available to patients. All requests for Online Access will be dealt with on a patient by patient basis and the suggested access will be granted within the agreed timescales. All patients must be deemed competent to be granted access to Detailed Coded Data, however some elements may be marked as sensitive/confidential and will not be shared via Online services. Access levels can be as follows:

- Appointments, Repeat Prescriptions and Summary Information
- Appointments, Repeat Prescriptions and Detailed Coded Record Access

Patient Facing Services does not override a patient's right to submit a Subject Access Request which will be processed following our practice protocol in line with the Data Protection Act 1998.

The practice will not automatically grant access to Detailed coded Data to those patients currently with access to appointments, repeat prescription and Summary Information. Patients wanting access to their Detailed Coded Information MUST complete and submit an additional Access Request form. This will be considered within the practice and granted if deemed appropriate within 14 days. This is a guide only and in some circumstances may take longer.

Access Security

The Practice will take every measure to ensure that your Patient Access application is secure. It is your responsibility to ensure that your Patient Access account remains this way. You are able to terminate or reset your Patient Account at any time by contacting the surgery in writing. You may wish to do this if you think someone else knows your log in details or if you have shared details with a family member or partner and no longer wish them to know these details.

Please note that the Patient Access Website is not managed by the Practice and therefore cannot provide help with using the Patient Access.

We hope that this facility will be successful and that it gives you greater and easier access to our services. We may write to you in the future to ask for your feedback and comments but in the meantime please contact our Reception Staff if you have any queries on this.

Darwen Healthcare

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.