

Spinney Surgery | Application for Online Services

First Name	Surname
Date of birth <i>*only available to patients aged 16 and over</i>	
Address	
Postcode:	
Email address	
Telephone number	Mobile number

I wish to have access to the following online services (Please tick all that apply):

1. Booking appointments	
2. Requesting repeat prescriptions	
3. Accessing my medical record, this is only available on production of photo ID as well as address evidence	

If you wish to access your medical record online, you need to read, understand and agree each statement (tick) and provide photo ID and address evidence

I wish to access my medical record online and understand and agree with each statement (tick)

1. I have read and understood the information leaflet provided	
2. I will be responsible for the security of the information that I see or download	
3. If I choose to share my information with anyone else, this is at my own risk	
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible in writing	
6. I will use this service responsibly in case of abuse the GP practice can revoke my access	
Patient signature	Date:

RECEPTION TO COMPLETE

Patient NHS number:		
Date:	Method: Photo ID and proof of residence	
	Other.....	
Authorised by (block capital)	Authorised by (signature)	Date:
Date account created:		
Date password given:		
Level of access given:		

PATIENT ACCESS TO ONLINE SERVICES

Introduction

The following Terms and Conditions are suggested / suitable as an agreement for patients to sign before being allowed to access clinical system direct online facilities, such as prescription ordering, appointment booking, or personal profile updates.

In addition, one of the following checks should be carried out to ascertain the patient's identity:

- Checking photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement
- If the patient has no ID but is well known to the surgery, a member of staff may be able to confirm their identity
- If the patient has no ID and is not well known to the surgery, the ability to answer questions about the information in their GP record may confirm that the record is theirs.

Terms and Conditions

- To apply for online access to the Practice's clinical system, patients must complete the declaration below and return the application form to the Reception Team
- Applications are "one per patient". Acceptance of one member of a family does not imply acceptance of other / further family members
- Applications for online access will not be considered for patients who are under the age of 16
- You can choose to let another person see your medical records, for example members of your family or a carer. To do this safely, please write and confirm this to the practice
- Where access is refused this will be in writing, a reason will only be given at the discretion of the Partners
- Where a minor requests a change of password (perhaps to alter access) this will be granted at the discretion of the Managing Partner
- Patients with a history of non-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking, however the remainder of the facilities will be considered
- Appointments booked online are to be cancelled by the patient as soon as it is determined that it is no longer required
- The Practice will not allow misuse of the online system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or recurs, access will be removed permanently and without further notice, at the discretion of the Managing Partner
- Repeat prescriptions may only be ordered where these appear on the repeat list, which is provided to patients on the tear-off portion of the last prescription or token (in the case of EPS) issued. The request must match the repeat list exactly and must be due. Other items ordered or requested using this facility will not be actioned, and no contact will be made with the patient. Prescriptions ordered outside this guideline must be via reception staff
- Personal Information updating is subject to validation after submission
- Approved access requests will be notified along with access instructions
- Requests for reissuing of access log-in details should be made to the Reception Team
- If you change surgeries, you will need to register again for online services at your new surgery
- You can choose to stop using online services at any time by ceasing to access them or by informing Reception