

FAQ Section

Q: Do I have to have online access?

A: If you do not want an online account, you can still access your health records by requesting this information through reception. The changes also only apply to personal information about you. If you are a carer and would like to see information about someone you care for, please speak to our reception staff.

Q: Is it secure?

A: The NHS App, website and other online services are all very secure, so no one is able to access your information except you. However, it's your responsibility to protect your login details. Don't share your password with anyone else as they will then have access to your personal information.

Q: What if I don't understand my test results?

A: Your GP or clinical practitioner may talk to you to discuss test results before you are able to see some of your information online. They may also talk to you before your full records access is given to make sure that having access is of benefit to you. There might be some sensitive information on your record, so you should talk to your GP if you have any concerns.

Q: I don't understand the medical terminology in my record.

A: Further information regarding common medical abbreviations can be found in the NHS App help pages at: <https://tinyurl.com/44h4mrwc>

Alternatively scan this QR code:



Online Access Overview

The NHS aims to give patients more accessibility to their personal health information online in order to be involved in their ongoing care. Therefore, GP Practices are now allowing patients to access their health record automatically.

For most people, access will be automatic, and you won't need to do anything. If you are over 16 and have an online account, such as through the NHS App, NHS website, or another online primary care service, you will now be able to see all future notes and health records from your GP Practice.

This means that you will be able to see notes from your appointments, as well as test results and any letters that are saved on your records. However, this only applies to records from your GP Practice, not from hospitals or other specialists.

Remember, you have the control to dictate how much of your record is visible to you online. It's your choice! So if for any reason, you would prefer for some elements of your health record not to be visible online, please just contact the practice.

Further Information

If you would like further information regarding any of our services, full details can be found on our website and Facebook page.

Website: www.glenriddinghealthcentre.co.uk

Find us on Facebook at:
www.facebook.com/glenriddinghealthcentre



Glenridding Health Centre

Online Records Access Patient information leaflet



**Glenridding Health Centre
Glenridding Penrith
Cumbria CA11 0PD**

 **017684 82297**

 www.glenriddinghealthcentre.co.uk

Things you can do with full access to your NHS account

Order repeat prescriptions

See your available medicines, request a new repeat prescription and choose where you'd like your prescription to be sent to.

Book appointments

Search for, book and easily cancel appointments at your GP surgery. Plus see details of your upcoming and past appointments

View your health record

Securely access your GP health record, to see all your personal health information, including allergies, your current and past medicines, test results and details of your consultations.

Get your NHS COVID Pass

View and download your COVID Pass for travel abroad.

Register your organ donation decision

Choose to donate some or all of your organs and check your registered decision.

Find out how the NHS uses your data

Choose if data from your health records is shared for research and planning.

Further information

Further information about the NHS app can be found at <https://www.nhs.uk/nhs-app>

Alternatively scan this QR code:



Using your online access

Your login details are unique to you. This ensures that only you are able to access your record; unless you choose to share your information with a family member or carer.

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 else, then you should change your password immediately.

If you are unable to change your password for some reason, we recommend that you contact the practice so that we can remove online access until you are able to reset your password.

Please do not save your password on your computer, especially if it is shared.

If you print out any information from your record, it is your responsibility to keep this secure. If you are worried about keeping printed copies safe, we recommend that you do not make copies at all.

Further information about keeping your healthcare records secure

For more information about keeping your healthcare records safe and secure, please download the NHS leaflet at the link below:

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

Alternatively scan this QR code:



Things to consider

Forgotten history

You may see something in your medical record that you have forgotten about, that you might find upsetting. If you have any concerns please contact the surgery.

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. 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

It's up to you whether or not you share your information with others, such as 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 may be better to opt out of online access. Please contact the practice accordingly.

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.

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.