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**Access Medical Records Online**

[**www.brookmedicalcentre.nhs.uk**](http://www.brookmedicalcentre.nhs.uk)

**If you wish to you can now use various apps including the NHS App and Patient Access to:**

* Order repeat prescriptions
* See parts of your health record, including information about medicines and test results
* See communications between your GP surgery and other services, such as hospitals
* View vaccination status and view your Covid Pass (dependant on app and age).

Previously you could book, check or cancel appointments with a GP or nurse using one of the online services. As we are currently using a mixture of face-to-face and telephone appointments this option is currently switched off.

There are a number of providers who offer a platform through which you can access online services. Patient Access is one of the most commonly used providers, there are several alternative providers, including the NHS App. You can choose whichever you prefer.

**Understanding your records**

Your records are written to help medical people look after you and so in some cases, you may not understand everything you see. If you find anything difficult to understand, as well as talking to your doctor or nurse, you can go to the NHS Choices website (www.nhs.uk). NHS Choices is the NHS website for patients so you can look for information on illnesses, improving health and to find NHS services in your local area.

**A few things to think about**

There are a few things you need to think about before registering for online records. On very rare occasions:

* Your GP may not think it in your best interest for you to look at your GP records online. If this happens, the reasons will be discussed with you. It is up to your GP to decide if you should have access to your online records in full.
* You may see your test results before your clinician has spoken to you about them or before they have been actioned by a clinician. This may be when you cannot contact your surgery, or when your surgery is closed. This means you will need to wait until an appointment is available to talk to a clinician.
* You may have test results that seem to be outside the normal range. Please remember that results are affected by things like medication, medical conditions and age, so those results may be in the normal range for you.
* Information in your medical records might need correcting. If you find something you think is not correct, please contact the surgery via the website messaging service or via phone to request an amendment form. Staff will be able to check your records and set things right when needed. Please bear in mind that you cannot change the record yourself.
* There may be information in your medical records that you did not know was there or that you had forgotten about, such as an illness or an upsetting incident. If you see anything you did not know about that worries you, please contact the surgery via the website and we can discuss this with you.
* If you see someone else’s information in your record, please log out immediately and let us know via the website or phone as soon as possible.

**Please note – depending on the online app used each patient registering for online access may need a separate email address for their account - we have encountered issues where members of the same family are trying to use the same email address to register.**

People with parental responsibility for children under 11 may be given proxy access to their medical records. Proxy access is automatically switched off once the child reaches 11 years of age. After they reach 11 there will need to be a discussion involving the child about parental access. Once a young person reaches 16 they will be encouraged to have their own account if they wish to continue having online access to their records.

**If you wish to register for online access to your records, please complete a registration form - we will need to see photo ID, proof of address and obtain signed consent due to data protection legislation. You can download the application form from the website, or pick one up from the surgery.**

* Minimum **two** pieces of identification including **photo ID,** and **proof of address**.
* If proxy access is being requested for children under 12 then a birth certificate is required.

**Identification has to be in person, to verify the photo ID.**

Accepted identification includes:

**Photo Identification**

* Driving Licence photo card
* Passport
* Pass card
* Photo ID card (Armed Forces/ Police/ Fire/ NHS/ Student/ etc.)
* Bus pass

**Address Identification**

* Mortgage account
* Bank/Building Society Current/Savings account
* Bank/Building Society credit account (credit card)
* Student loan account
* Car insurance
* House insurance
* Council tax bill
* Utility bill, e.g. electricity/ gas/ TV/ phone (NOT mobile)

**Other Identification**

* Birth certificate
* Adoption certificate
* Marriage certificate
* UK asylum seekers Application Registration Card

**All records need to be manually checked over in full and given final approval by Dr Gilby. Please allow up to 28 days for the process to be completed. You will be informed once access has been activated.**