

**Patient Access** has been used in the surgery for some years now and many of our patients are happily signed up. There are two levels of access:

The first is to book appointments and order repeat prescriptions on-line, the second is to view electronic medical records.

### **Frequently Asked Questions about Patient Access**

#### **Q. Is it secure?**

- Yes, 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 that you have not agreed should see it, then you should change your password immediately.
- If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.
- If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping

printed copies safe, we recommend that you do not make copies at all.

#### **Q. What about children?**

The age limit set for children's Patient Access is 16 years old.

#### **Q. Can you turn it off?**

Yes. As with the current arrangement, we can turn off the access in part or altogether.

#### **Q. Can I alter my medical record?**

No. This is a 'read only' facility. You can however, print off details to take to an appointment. If you think that there is something that needs to be changed, please contact the surgery

**Patient Access for Appointments and Repeat Prescriptions** – when registering for this level of access, please bring one form of photo ID to reception eg. Passport, Driving licence, Bus Pass. The receptionist will give you a form to complete, your log on codes and a cover letter.

- You will be able to make, change and cancel appointments on-line
- You will be able to order repeat medications

**Access to view Electronic Medical Records** - When registering for this type of access, 2 forms of ID must be provided. One must contain a photo eg Passport, Driving Licence, Bus pass. The other will prove your address and needs to be a recent document eg. Utility Bill, Council Tax Demand, Bank Statement. Reception will pass you the relevant form to complete. Access is not granted immediately

#### **Q. What will I be able to see?**

- Results e.g. blood pressure, blood tests, records of X-rays
- Vaccinations and immunisations
- Medications
- Letters to and from the doctor from 1st March 2017 to present.
- Allergies, active problems
- Consultations
- Examination dates, investigations and outcomes

#### **Q. What are the advantages for me?**

- If you are waiting for results you can see them as they are added to your record, saving you from ringing the surgery.
- You can view your immunisations

- You can view your record from any location where you have internet access.

### Things to Consider:

**Forgotten history** – There may be something you have forgotten about in your record that you might find upsetting.

**Abnormal results or bad news** – When viewing 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 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.

**Q. Where can I get more information?**  
Rather than telephone the Surgery more information can be found at [www.StCatherinesSurgery-wirral.nhs.uk](http://www.StCatherinesSurgery-wirral.nhs.uk) or you can email the surgery with your questions on [WICCG.stcatherinessurgery@nhs.net](mailto:WICCG.stcatherinessurgery@nhs.net) and we will respond as soon as possible.



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## Patient Access



## Patient Leaflet