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## **Patient Online: Records Access Patient information leaflet**

**December 2014**

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. In general this decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

**The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

**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.**

## **Things to consider**

**Before you apply for online access to your record, there are some other things to consider. Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.**

### **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.

### **More information**

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

[Keeping your online health and social care records safe and secure.](#)

### **What does that mean, I'll Google it!**

We are aware that your medical records will contain information you might not understand. Quite often, it is very tempting to Google medical words and phrases.

Whilst we would not encourage this, if you do Google please only use accredited peer-reviewed sites for accurate information. We recommended using [www.patient.co.uk](http://www.patient.co.uk) as this will have almost all of the information that you might need.

### **My results are "Abnormal", what does this mean?**

All of your blood tests are viewed by a GP or a Nurse before they can be seen online. In many cases patient results can say "abnormal" but that doesn't necessarily mean we have to take any action. In every case, where we want a patient to have a repeat test or to make changes to the treatment we will always contact you and ask you to come into surgery. There would never a result that would be in your record that would be life-threatening or cause you serious harm that you had not been contacted about.

### **Information within my medical records not accurate, what should I do?**

If you look at your medical records and find that information is inaccurate you should write to the practice explaining what information is not accurate. We can then investigate your paper records and any staff involved to make a decision about changes to your records. We will let you know the outcome of our decision. You should write to;-

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