

# Banks and Bearwood Medical Practice

## Online Access To Your Medical Record (via SystmOnline)

Please ensure you have read the information about Accessing Online Services before completing this form.

**Please bring photographic proof of your identification in order for the process to be completed.**

If you have previously had a SystmOnline account, this will still be valid.

**I wish to have online access to:** *Please tick all that apply*

- View & book appointments
- View & request medication
- Access my coded medical record *(contains any medical codes that have been recorded)*
- Access my full medical record *(contains medical codes **and** any free text that has been recorded)*
- Access my Summary Care Record
- Complete online questionnaires

**I wish to access my medical record & understand & agree with each statement:** *Please tick all that apply*

- I have read and understood the 'Important Information' section below
- I will be responsible for the security of the information that I see or download
- If I choose to share my information with anyone else, this is at my own risk
- I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement
- If I see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible

We can send your account set up details to you by email or text message. If you would like to receive your set up details in this way, please complete the relevant section below. Please note that we accept no liability if the SystmOnline set up email or text we send to your stated email address / mobile number is subsequently accessed by someone other than yourself.

Alternatively, your SystmOnline account details can be collected in person from the Surgery after 2 working days. If you would like to receive a text message to tell you when they are ready for collection, please tick here .

**Account set up details are only valid for 30 days after which they expire, please complete your set up as soon as possible.**

Full Name of patient		Date of Birth:
Signature		Date:
Relationship, if not patient	<input type="checkbox"/> Parent <input type="checkbox"/> Guardian <b>Please note that proxy parental access will cease automatically when the child reaches 11 years of age.</b>  <input type="checkbox"/> Attorney <input type="checkbox"/> Patient's Representative Please note that you will need to show evidence of any Lasting Power of Attorney or legal authority which allow s you to represent the patient.	
Please provide set up details by (please tick one) <input type="checkbox"/> Email <input type="checkbox"/> SMS Text message <input type="checkbox"/> In writing, I will collect from the Surgery		
Email address for account set up details		
Mobile number for account set up details or reminder text (if required)		

**For Practice Use Only:**

Identity verified through	<input type="checkbox"/> Photo ID <input type="checkbox"/> Proof of residence <input type="checkbox"/> Professional Vouching		
Name of Verifier		Date	
Power of Attorney / legal authority checked			
Name of person who authorised and generated sign up details on SystmOne		Date	

# The Banks and Bearwood Medical Practice

## Access to GP Online Services via SystmOnline

You can access SystmOnline via the On Line Services page on our website

[www.bearwoodmedicalpractice.co.uk](http://www.bearwoodmedicalpractice.co.uk)

If you wish to, you can now use the internet (via computer or mobile app) 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.

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 are unable to 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.

Proxy Access: Parents may request a proxy access to their children's records; this will cease automatically when the child reaches the age of 11. Between the ages of 11 and 16, proxy access will be granted on a case by case basis and from 16, the child must seek on-line access in their own right, unless they do not have capacity.

During the working day it is sometimes necessary for practice staff to input into your record, for example, to attach a document that has been received, or update your information. Therefore you will notice admin/reception staff names alongside some of your medical information – this is quite normal.

The definition of a full medical record is all the information that is held in a patient's record; this includes letters, documents, and any free text which has been added by practice staff, usually the GP. The coded record is all the information that is in the record in coded form, such as diagnoses, signs and symptoms (such as coughing, headache etc.) but excludes letters, documents and free text.

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.

Further information about SystmOnline is available at <https://systmonline.tpp-uk.com/2/help/help.html>

### **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.