

ONLINE ACCESS

Before you apply for online access to your record, there are some 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:

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. This may occur before you have spoken to your doctor or while the surgery is closed, and you cannot contact them. If this happens please contact your surgery.

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.

What happens next

Registration may take up to 10 working days depending on the level of access you have asked for.

Once your application has been processed you will receive an email confirming your registration, it will include instructions and log-in information – it's a good idea to keep an eye on your junk/spam folder as often it goes into there.