

Highlands Surgery
Consent to Proxy Access to GP Online Services

Note: If the patient does not have capacity to consent to grant proxy access and proxy access is considered by the practice to be in the patients best interest, Section 1 of this form may be omitted.

The Patient *(This is the person whose records are being accessed)*

First Name		Date of Birth	
Surname			
Address			
Postcode			
Email Address			
Telephone Number		Mobile Number	

The Representatives *(These are the people seeking proxy access to the patients online records, appointments or repeat prescriptions)*

First Name		Date of Birth	
Surname			
Address			
Postcode			
Email Address			
Telephone Number		Mobile Number	

First Name		Date of Birth	
Surname			
Address			
Postcode			
Email Address			
Telephone Number		Mobile Number	

I wish to have access to the following online services *(tick all that apply)*:

Online appointments booking		Test Results	
Online prescription management		Medical Record	

Section 1

I (name of patient)..... give permission to my GP practice to give the representatives listed above proxy access to the online services as indicated above. I reserve the right to reverse any decision I make in granting proxy access at any time. I understand the risks of allowing someone else to have access to my health records.

Patient signature Date.....

Section 2

I/we (names of representatives).....

wish to have online access to the services ticked in the box above for

(name of patient).....

I/we understand my/our responsibility for safeguarding sensitive medical information and I/we understand and agree with each of the following statements:

I/we have read and understood the information leaflet provided by the practice that I will treat the patient information as confidential	
I/we will be responsible for the security of the information that I/we see or download	
I/we will contact the practice as soon as possible if I/we suspect that the account has been accessed by someone without my/our agreement	
If I/we see information in the record that is not about the patient, or is inaccurate, I/we will contact the practice as soon as possible. I/we will treat any information which is not about the patient as being strictly confidential	

Signature/s of Representative/s

Signature.....Date.....

Signature.....Date.....

For practice use only

Patient NHS Number			
Identity Verified by (initials)		Date	
Authorised by (initials)		Date	
Date account created			

Highlands Surgery – Important Information

If you wish to, you can now use the internet to book appointments, 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 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.

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 whilst the surgery is closed, and you cannot contact them.

Choosing to share your information with someone

It's up to you whether you share your information with others – perhaps family members or carers. It is 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 on your 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 Proxy Access, please see below link for a helpful leaflet produced by the NHS.

[pat-guid-give-another-person-access-bw.pdf \(england.nhs.uk\)](https://www.england.nhs.uk/pat-guid-give-another-person-access-bw.pdf)