

**Bedlingtonshire Medical Group
Application for online access**

Surname		Date of birth	
First name			
Address			
Post code			
Email address			
Telephone number		Mobile number	

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

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record	<input type="checkbox"/>

I wish to access my medical record online and understand and agree with each statement (tick)

1. I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4. If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible	<input type="checkbox"/>
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>
6. If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible.	<input type="checkbox"/>
7. I am able to provide identity documentation as detailed overleaf (please bring this to the surgery)	<input type="checkbox"/>

Signed: _____ Date: _____

For practice use only

Reception Desk Checklist		
Identity verified by (print full name)	Date	Method of verification: Please state documents you have seen to confirm identity (see over). The documents should be checked for consistency, and the applicant compared to the image on the photo ID. Documents Seen:
Practice Administrators Checklist		
ID documents meet criteria YES/NO READ Coded XaXmV Patient Identity Verified <input type="checkbox"/>		
Date Passed to GP for review:		
GP Authorised access to record YES/NO		
Contact details check and updated if necessary <input type="checkbox"/>		
User Name and Password sent to patient <input type="checkbox"/>		
GP Authorisation		
Enable full record access Yes/No		
Notes /comments on access:		
GP Name: _____ Date: _____		

Valid identity documents

This page lists those documents which are accepted as confirming your identity. You will normally need to provide three documents, one from Group 1, and two from Groups 1, 2a or 2b, one of which must include your current address.

Group 1: Primary Identity Credentials

- Current valid passport
- Biometric Residence Permit (UK)
- Current driving licence photocard, full or provisional (UK, Isle of Man, Channel Islands and EEA)
- Birth certificate (UK, Isle of Man and Channel Islands), issued within 12 months of birth
- Adoption Certificate (UK and Channel Islands)

Group 2a: Trusted Government Documents

- Current driving licence photocard, full or provisional (All countries outside the EEA)
- Current driving licence, full or provisional - paper version if issued before 1998 (UK, Isle of Man, Channel Islands and EEA)
- Birth certificate - issued more than 12 months after time of birth (UK and Channel Islands)
- Marriage/civil partnership certificate (UK and Channel Islands)
- Immigration document, visa or work permit issued by a country outside the EEA. Valid only for roles whereby the applicant is living and working outside of the UK. Visa/permit must relate to the non EEA country in which the role is based
- HM Forces ID card (UK)
- Firearms Licence (UK, Isle of Man and Channel Islands)

Group 2b: Financial and Social History Documents

- Mortgage statement issued in last 12 months (UK or EEA)
- Bank/building society statement issued in last 3 months (UK and Channel Islands or EEA)
- Bank/building society statement issued in last 3 months (Countries outside EEA - branch must be in the country where the applicant lives and works)
- Bank/building society account opening confirmation letter issued in last 3 months (UK)
- Credit card statement (UK or EEA) issued in last 3 months
- Financial statement, for example pension or endowment (UK) issued in last 12 months
- P45/P60 statement (UK and Channel Islands) issued in last 12 months
- Council Tax statement (UK and Channel Islands) issued in last 12 months
- Letter of sponsorship from future employment provider (non-UK/non-EEA only – valid only for applicants residing outside of the UK at time of application)
- Utility bill (UK) (mobile telephone bill not acceptable) issued in last 3 months
- Benefit statement, for example Child Benefit, Pension issued in last 3 months
- A document from central/local government, government agency or local council giving entitlement, for example from the Department for Work and Pensions, the Employment Service, HM Revenue and Customs (UK and Channel Islands) issued in last 3 months
- Valid EU National ID Card.
- Valid Cards carrying the PASS accreditation logo (UK, Isle of Man and Channel Islands)
- Letter from head teacher or college principal - UK for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided

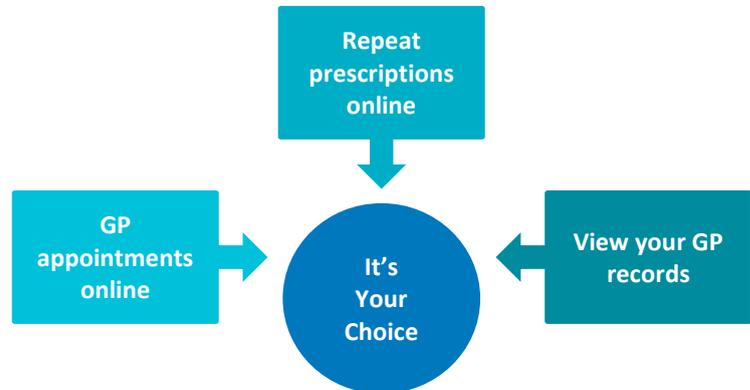
Online Services Records Access Patient information leaflet 'It's your choice'

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. 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. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. This may occur if someone else is forcing you to give them access to your record or if the record may contain something that may be upsetting or harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible.



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.

The information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.

Be careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.

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.

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

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 as soon as possible. The practice may set your record so that certain details are not displayed online. For example, they may do this with test results that you might find worrying until they have had an opportunity to discuss the information with you.

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. If it would be helpful to you, you can ask the practice to provide another set of login details to your Online services for another person to act on your behalf. They would be able to book appointments or order repeat prescriptions. They may be able to see your record to help with your healthcare if you wish. Tell your practice what access you would like them to have.

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

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>