

TEXT, EMAIL AND ONLINE SERVICES
(appointments, repeat prescriptions, access to
medical records)

PATIENT INFORMATION
LEAFLET

THE
COLERIDGE MEDICAL CENTRE
CANAAN WAY, OTTERY ST MARY, DEVON, EX11 1EQ

Telephone: 01404 814447 Fax: 01404 816716
E-mail: coleridgemedicalcentre@nhs.net
Web site: www.coleridgemedicalcentre.co.uk
Twitter [@Coleridgeonline](https://twitter.com/Coleridgeonline)

ONLINE APPOINTMENT BOOKING, ORDERING REPEAT PRESCRIPTIONS AND ACCESS TO MEDICAL RECORDS (CODED INFORMATION)

If you wish to, you can now use our online services to book appointments with a GP, request repeat prescriptions for any medications you take regularly and access the coded information in your medical record online. You can also still use the telephone or call in for the usual services. You can also opt for any or all of the online services available.

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.

If you are an existing user of SystemOnline and you would like access to your record, you will need to re register.

How to register

If you are registered with our practice and over the age of 16, please complete the application for online services and then if necessary make an appointment with our IT person and bring with you two standard forms of identification (ID). One must be photographic i.e. passport, driving licence (both parts) and one proof of personal ID i.e. financial statement, (bank, credit card, mortgage), benefit statement book/card, original notification letter from DWP confirming the legal right to benefit (child allowance or pension) or the most recent tax notification from HM Revenue and Customs (tax assessment, statement of account, notice of coding, P45 or P60 — UK and Channel Islands).

Please note that if you are a newly registered patient, access cannot be granted for 3 months. However, if you have signed up to our SMS text service, when 3 months have passed we will send you a reminder to book your appointment to bring in your ID, If we do not hear from you we will assume you no longer want to access your record.

Verification

The verification process can take up to two weeks to process.

There is a strict ID verification process because we have a statutory responsibility to protect data and so that patients trust that their record is only accessed by legitimate personnel.

We can also consider application from patients under the age of 16, or those who require proxy access e.g. carer or spouse. However, to avoid coercion and to protect data, we will require consent from the subject (patient) to make sure they agree to you having access to their record. If you are a parent/carers who would like access to just booking appointments and ordering medication for under 16 year olds, this can be done through your own SystemOnline account. Please speak to a member of the reception team to set this up.

We reserve the right to refuse access if we are unable to verify your identification or in the case of proxy access, if we are unable to confirm that the patient has given their consent to share their record with you.

When your details have been verified we can issue a password and access to SystemOnline via our website at www.coleridgemedicalcentre.co.uk At first log in you will be asked to change your password.

Keeping your information secure

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 practice has the right to refuse or remove online access to services for anyone that does not use them responsibly.

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>

The practice does not administer the SystemOnline website and therefore has no control over periods where the web site may not be operating. The operator may withdraw this service at any time without prior notification due to technical or other difficulties.

Before you apply for online access to your record, there are some other things to consider.

Access to your detailed coded medical record will display the coded elements of your record for diagnoses, blood pressures, call recalls, care plans, drugs, drug sensitivities, pathology test results, pathology requests, referrals in/out, repeat drugs and vaccinations.

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, 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.

MOBILE DEVICES

If you have been approved for online services you can access them by downloading the SystemOnline App.

SMS TEXT

We can send you a text to remind you of your appointment with us. We can also send you other information related to your health. To do this we need

your consent. Please complete the application for online services enclosed with this leaflet

EMAIL

Please send comments to us on email. As emails are not secure, please do not send us confidential information or queries regarding any aspect of your health. You should ring us and speak to a receptionist who will be able to signpost you to the most appropriate health professional.

We may email you with messages that are relevant to your on going health care. From time to time we may also send short feedback questionnaires. We respect your privacy and will only contact you in this way if you give us your permission. If you would like to hear from us using email please complete the application for online services enclosed with this leaflet.

WEB SITE

Our web site address is www.coleridgemedicalcentre.co.uk. We update our web site frequently with news. You can also find out about our appointment and opening times, meet the team and browse our range of services.

TWITTER

Follow us on Twitter and receive regular updates and news from us. Our user name is @coleridgeonline

FACEBOOK

Like us on Facebook to receive updates and pictures in to your newsfeed. Please share us with your friends.

BLOG

Our blog contains all the latest news about us and can be accessed via the latest news page on our web site.

ELECTRONIC PRESCRIBING SERVICE (EPS)

Most prescriptions can be electronically signed by your GP and automatically sent to the pharmacy of your choice, almost anywhere in the UK. This could be a pharmacy convenient to home, near to where you work or a pharmacy that has an NHS distance selling contract (mail delivery).

Please ask your GP or prescribing nurse to do this for you. You can also arrange this service for your repeat prescriptions so that you do not have to collect your prescription from us and take it to the pharmacy. Please ask us to send your prescription electronically or sign up with your pharmacy.

FURTHER INFORMATION

For further information about patient online services please go to www.england.nhs.uk/patient-online/

NOTES

ONLINE SERVICES VERSION 120117

**APPLICATION FOR ONLINE SERVICES, SMS TEXT AND EMAIL
YOU CAN OPT FOR ANY OR ALL OF THE SERVICES AVAILABLE**

SURNAME	DATE OF BIRTH
FIRST NAME(S)	
ADDRESS	
POSTCODE	
TELEPHONE NUMBER	MOBILE NUMBER
EMAIL ADDRESS	

I consent to receiving text messages from Coleridge Medical Centre for the purposes of health promotion, practice news and appointment reminders.	YES/NO
I consent to receiving email messages from Coleridge Medical Centre for the purposes of health promotion, practice news and appointment reminders.	YES/NO

I wish to have access to the following online services:-

1. Booking appointments	YES/NO
2. Requesting repeat prescriptions	YES/NO
3. Accessing my medical record	YES/NO

To access these services 2 x forms of ID are required.

For newly registered patients DATE FOR TEXT REMINDER: ((MM/YY 3 months forward)
--

Your application is not complete unless you have read, ticked and signed the declarations on page 2. Please continue on to the next page.

DECLARATION

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

	TEXT	EMAIL	ONLINE ACCESS
I have read and understood the leaflet called Text, Email and Online Services provided by the practice			
I acknowledge that appointment reminders by text are an additional service and that they may not be sent on all occasions but that the responsibility for attending or cancelling appointments still rests with me.			
Text messages are generated using a secure facility but I understand that they are transmitted over a public network onto a personal telephone and as such may not be secure. However the practice will not transmit any information which would enable an individual patient to be identified.			
I understand that it is my responsibility to inform the Coleridge Medical Centre if I change my mobile phone number or email address or no longer have access to either or both.			
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 is not about me or is inaccurate I will contact the practice as soon as possible			

You can withdraw or change your consent at any time by completing and sending in a new form.

SIGNED	DATE
--------	------