

Dukinfield Medical Practice

PATIENT INFORMATION LEAFLET

Booking Appointments, Ordering Repeat Prescriptions and Viewing your GP Medical Records Online

Our patients can easily and quickly perform all these functions from any PC/tablet/android phone, using www.patient.co.uk or the practice web site which links to the practice's electronic clinical system.

The site is easy to navigate and has links to other resources such as patient information leaflets about diseases, tests, investigations, support groups and medications.

There are also links to websites such as NHS Choices where you can find additional information to help you understand and educate yourself about what you read in your health record. These additional services can be provided following your successful registration.

Important: If you do not wish to register for these services, this will NOT affect your treatment or your relationship with your GP practice in any way. You can still use all the practice's services exactly as before.

To register for online repeat prescription requests and appointment booking you must

- Have access to the internet via a PC Tablet/Android phone
- Have an email address
- Completed a consent form

Registration for online repeat prescriptions and appointment booking takes 24hours

To register for Medical Records Online, you must provide us with:

- a completed questionnaire and consent Form
- proof of identity – ideally a passport or photo driving licence. *(If you have already registered with us, you may have already provided this information, but for security purposes, we will need to check this again.)*

The registration process can take up to 10 working days. If you are a newly registered patient, please remember that you will only be able to see the medical record this practice creates for you, although we will summarise the information we receive from your previous practice when we get it. Occasionally, you may be asked to discuss the contents of your record with a doctor before gaining your own full access.

When this process is complete, we will notify you and you will have access to your medical record protected by your own password. You will also be able to book appointments online and order repeat prescriptions online.

All data held by Davaar Medical Centre concerning you is subject to the regulations laid down in the Data Protection Act (1998). The consent to access the records is between you and Davaar Medical Centre.

Ordering repeat prescriptions, booking appointments and viewing your Medical Record Online

Once registered, go to www.patient.co.uk or follow the link on our website. From the home screen select sign in then patient access.

You will be prompted to enter your user ID and password.

When you have been properly identified, the system will allow you to view parts of your medical record. There is an online help section if you need it. Alternatively please speak to a member of staff at the surgery

FAQs about Medical Records Online

What will I see on the Medical Record Online viewing system?

- A summary of the most significant and recent entries in your health record
- Consultations including date, GP seen, reason for visit, history, examination, outcome, tests etc.
- Diagnoses, investigations and procedures
- Allergies
- Patient information leaflets linked to the diagnoses in the medical record section
- Results showing all investigations such as blood results, liver function tests, blood pressure readings etc.
- Vaccinations
- Medications prescribed
- Letters to and from the GP. (Occasionally these are not available due to a software fault of our clinical system supplier. We are unable to do anything about this at present)

Why should I have an Online Medical Viewing System?

This practice believes that it is important that you are involved in your healthcare as much as possible. Online Medical Record viewing can improve your understanding of your treatment.

“Patients have the right to see their medical records, though in practice, much communication between professionals is not available to the patient concerned. Patients often do not know why they are being referred or what is being said about them.” (The NHS Plan)

Where is my confidential medical information held whilst I am viewing my online record and who has access to it?

The information you view on the online system comes from the clinical system in the GP practice. Portions of this information are encrypted – this means it is very difficult for someone else to intercept and read the information.

Your information is securely sent from the GP system to your PC web browser.

None of the medical information that is shown on the online system is held permanently on any computer except the computer which holds the original data in the GP practice.

When you log off from the online system or if a problem occurs with your computer, for instance a power failure, all your confidential medical information is cleared from the online system.

How will other people be prohibited from seeing my record?

To view your online record you have to identify yourself with passwords and PINS that only you know. Unless you reveal this information to someone else you will be the only person able to view your medical record via the online system.

What do I do if I find an error in my medical record?

You should contact your GP or the Practice Manager as soon as possible. Information that is proved to be incorrect will be corrected.

Can I view my child's records?

Until your children are of an age when they are deemed to be able to make medical decisions for themselves, you can apply to view their records by filling in a separate consent form for a child or dependent.

Remember the age at which children are deemed to be able to make their own decisions can vary greatly, and this will be decided by a GP according to his professional judgement. It is not the same as the legal age of majority.

What if I forget my password?

You can follow the link on patient.co.uk to reset your password. If this fails then you will need to contact the practice for us to reset your log in. You will need to bring some ID into the surgery if you have full medical records access

What are the advantages of using Medical Records Online?

- You can take an active role in your own healthcare
- You can view the results of tests/investigations without having to contact the surgery
- You may be taken ill in another country and can give the doctors overseas access to your medical records if you wish
- You can share your records with a carer or relative *but ONLY IF YOU WISH*
- You can check information about medication you are prescribed or what your test results mean
- You can check the accuracy of your records and make sure we have up to date information about you

And the disadvantages?

- You may find information in your history you want to put to the back of your mind
- You may read bad news before your doctor does

In either case, ring the surgery and ask to speak to the doctor over the telephone.

If you know you will worry about bad news, don't look at any test results until the surgery is open. Remember, if you did not have Medical Records Online you would not have known the results anyway, until a doctor was available to talk to you about it.

Remember to log out of the system when you are finished