

Misunderstood information your medical record is designed to be used by health care professionals to ensure that you receive the best possible care. Some of the information in your record may be highly technical, written by specialists and not easily understood. If you require clarification please do not hesitate to contact the practice.



Children and young people

As a general principle, we do not provide online access for children and young people under the age of 16. Please ask a member of the team to provide more information should this affect you or your family.



More information

You may find the following leaflet produced by the NHS in conjunction with the British Computer Society helpful:

'Keeping your online health and social care records safe and secure' <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

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A professional and caring team, responsive to the health needs of our community



Online Services It's Your Choice



You can use the internet and the TPP mobile phone app to

- ✓ **book appointments**
- ✓ **request repeat prescriptions**
- ✓ **view your coded medical records**

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 Coded Medical Record online may help you to manage your medical conditions. It contains details of your current medication and any allergies or adverse reactions.

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 care you receive.



Getting started

In order for us to comply with the Royal College of General Practitioners guidelines, we require everyone requesting access to our online service to provide two forms of ID; **a current photographic driving licence or passport and a second item with your address on it** - don't worry, if you don't have these available please discuss alternative forms of ID with our reception team.



Your online account

Once we've verified your ID you will be given your login details. The first time you login you will need to set your own password. This will ensure that only you are able to access your record. If you intend to allow others (family or carers) access to your account, please discuss this with a member of our team first.

It is 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 - alternatively contact reception immediately for assistance.



Information security

Whilst our website and mobile phone apps are secure, unfortunately we can not accept responsibility for any unauthorised access to your information if you enable functionality on your web browser that allows it to save passwords to which other users may then have access.

If you print out any information from your record, it is your responsibility to keep this securely and to dispose of it safely. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.



Things to consider

Before applying for online access you should consider the following

Forgotten history there may be some things in your record that you have forgotten about that you may find upsetting

Sharing your information with others it's up to you whether you share your information with others - it's your choice, but it's also your responsibility to ensure that they use the information responsibly and in line with your wishes

Coercion if you think you may be pressured into revealing details from your record against your will, then you should discuss this with a member of our team before applying for online access

Information about someone else if you find something in your record that you think is about someone else or incorrect please log out and contact the practice as soon as possible - you must not disclose any such information to anyone else.