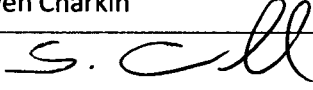


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Online Access – Patient Policy

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Appendices

Patient Online: Registering Patients for GP Online Services	 po-offering-patient -access-detailed-onl
Appendix 1 – Online Registration Form – V1.1	 Online Registration Form - V1.1.docx
Appendix 2 – Proxy Access to GP Online Services – V1.1	 Proxy Access to GP Online Services - Pat

Useful Links

- | | |
|--|---|
| <ul style="list-style-type: none"> • NHSE Patient Online • Identification Verification • RCGP Proxy Access • General Data Protection Regulation • Data Protection Act | <ul style="list-style-type: none"> • NHS(E) About Patient Online • Patient Online - Guidance on Identity Verification • RCGP Proxy access • Article 8 EU GDPR • DPA 2018 |
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Online Access – Patient Policy

1. Introduction

The purpose of this document is to detail the process for patients who wish to use online services to book or cancel appointments with a GP or nurse, order repeat prescriptions, view summary information or view clinical correspondence online.

Patient Online was designed to support GP practices in offering and promoting an online service to their patient population. The service is referred to as 'GP online services' and is offered to patients in addition to telephone and face-to-face interactions at GP practices.

Online access helps to improve access to care, improving levels of patient satisfaction and providing a more efficient delivery of services. Online services ease the administrative workload of the practice, enabling administrative and reception staff to focus on providing higher quality services during face-to-face contact with patients.

2. Registration for online services

Patients who wish to register for online services in order to book or cancel appointments, order repeat prescriptions, view summary records and clinical correspondence online are to complete the registration form – see appendix 1. ID verification is required to ensure that access is granted only to the patient or their authorised representative(s). All patients will be requested to provide two forms of ID verification in line with the NHS Good Practice Guidance on Identity Verification, and the organisation accepts the following forms of ID:

- Photo ID (passport or driving licence)
- Proof of address (bank statement or utility bill)

Only the completed registration form will be scanned into the individual's healthcare record. Staff are to remind patients that GP online services are free and available to all registered patients.

At St Johns Wood Medical Practice, it takes approximately seven days to process online service requests.

3. Post-registration

Once a patient has registered and the request has been processed, they will be sent, via email or post a letter that includes their unique username, password and instructions on how to access the online services.

4. Proxy access

Patients have the right to grant a carer, relative, responsible adult or partner access to their online services. The patient can limit which online services they want the nominated individual to access. Patients are to be advised that they should not share their own login details with anyone. The nominated individual will be issued with separate login details to access the online services for their partner, relative or person they are caring for. To obtain proxy access a person must be registered for online access at the organisation where the patient they are acting for is registered.

The nominated individual is to complete the online services registration form – see Appendix 2. Should the organisation opt not to grant the person access to your individual record, a member of the admin/reception team will contact the patient and advise them of the reasons why this decision has been reached.

Parents may request proxy access to their child's detailed care records until the child reaches the age of 12, when this will automatically cease. Subsequent proxy access will need to be authorised by the patient (subject to a competency test). In addition, parental proxy access may be reinstated if, after discussion with the parent(s) requesting access, the child's GP believes that proxy access would be in the child's best interest.

5. Children and young people's access

It is difficult to say at what age the child will become competent to make autonomous decisions regarding their healthcare as between the ages of 11-16 this varies from person to person.

In accordance with Article 8 of the General Data Protection Regulation (GDPR) and Part 2, Chapter 2, paragraph 9 of the Data Protection Act 2018 (DPA 2018), from the age of 13, young people are able to provide their own consent and will be able to register for online services.

The procedure for access is the same as per other patients and the form – Appendix 1 is to be used.