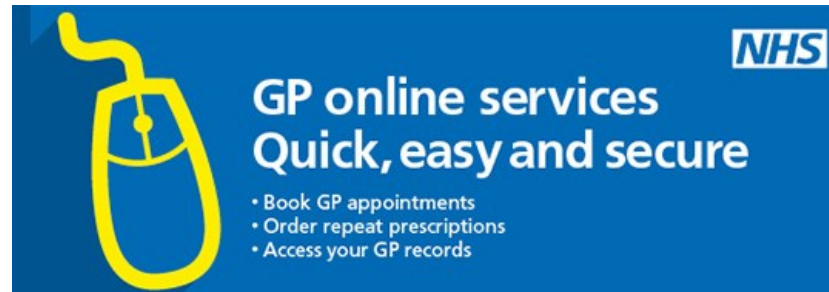


Linden Medical Group

Access to Online Services



This leaflet includes:

- 1) Information for GP Online Services
- 2) How to Register for GP Online Services
- 3) Proxy Access for your Online Services
- 4) Children and young people's access
- 5) Protecting your GP Online Records



Information for GP Online Services



Background

Since April 2015 Linden Medical Group has provided GP Online Services to its patients. At Linden Medical Group patients access online services using 'SystemOnline'.

SystemOnline 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.

General Information

- 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.
- Just like online banking, you can look at your GP Online Record on a computer, a tablet or a smartphone, using a website or an app.

Online Services Available

At Linden Medical Group we provide the following services through SystemOnline;

- 1) **Book and cancel appointments online**
Patients can book and cancel appointments with GP's online. If you require an appointment with a different clinician such as a Nurse or a Health Care Assistant, please ring 01536 481734 or visit the Practice.
- 2) **Order repeat prescriptions online**
This could help save you time and money as you won't need to make a special trip to the Practice to order repeat prescriptions.
- 3) **View your Summary Patient Record**
You will be able to view a summary of your allergies and sensitivities that Linden Medical Group have on record and also view medications that have been issued to you in the last 12 months.
- 4) **View your Detailed Coded Record**
Once you have registered for online services, you can visit your online account and request this additional service via the online portal. The request will be sent to your registered GP and if you are approved for this service, it will be added to your online account, usually within 7 working days.



How to register for GP Online Services

At Linden Medical Group we accept 3 methods for registering a patient for GP Online Services;

1) **Identity Documents**

Fill out an Online Services Registration form and bring to the Practice along with 2 forms of ID, e.g. Driving license and Utility bill.

2) **Vouching**

If you are known to the Practice staff we may be able to vouch for your identification Face-to-Face at the Reception desk.

3) **Vouching with Confirmation**

We are also able to identify you by asking you a series of questions to confirm your identity. This method can be done either Face-to-Face or over the telephone.

Don't hesitate.....

Speak to one of our receptionists at the Practice or phone us on 01536 481734 after 10am to register for GP Online Services.

Proxy Access

Patients have the right to grant a carer, relative, responsible adult or partner access to their online services. To obtain proxy access a person must be registered for online access at the practice where the patient they are acting for is registered. A patient can limit which online services they want the nominated individual to access.

To register for proxy access the patient and nominated individual are to complete the 'Application for Proxy Access to Online Services' registration form which can be collected from the reception desk or by visiting; www.lindenmedical.co.uk/doitonline.aspx. The patient and the nominated individual will need to attend the Practice at the same time and bring ID documents.

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.

Should the practice opt not to grant the person access to your individual record, the Practice 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 13, 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.

Patients should not share their own login details with anyone.



Children and Young Peoples Access

From the age of 13, young people are able to provide their own consent and are able to register for online services (subject to a competency test). The registration process is the same as per other patients (see page 4), with the exception of a competency test being required. This test would need to be carried out with a GP in a routine 10 minute appointment.

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

Parents may request proxy access to their child's detailed care records until the child reaches the age of 13, 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.



Protecting your GP Online Records

The Practice has a responsibility to look after your GP records. You must also take care online and make sure that your personal information is not seen by anyone who should not see it.

Keeping your username and password safe

When you register to use GP online services, we will provide you with a username and password, which you will use to login. You should not share your login details with others. To protect your information from other people:

- Keep your password secret, it is best not to write it down. If you do write it down, keep a reminder of the password, not the password itself. This should be kept in a secure place.
- You should not share your username or password. No one should force you to show them your login details, you have a right to say no. If someone forces you, tell your surgery as soon as possible.
- If you think someone has seen your password, you should change it as soon as possible.

Using a shared computer

You need to take extra care when using a shared computer to look at your GP records online. This could be at the library, at work, at university or at home. To protect your personal information from others when using a shared computer, you should:

- Look around to see if other people can see what is on the computer screen. Remember, your GP records contain your personal information.

For more information on how you can protect your GP online records, go to www.nhs.uk/GPonlineservices

Click and easy

GP online services

You can now book appointments, order repeat prescriptions and even access your GP records online. It's quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit [nhs.uk/GPonlineservices](https://www.nhs.uk/GPonlineservices)

