



DCR – Patient Access
Application for the attention of Dr _____

Surname:	First Name(s):
Date of Birth:	
Address:	
Postcode:	
E-mail Address:	
I wish to receive the practice newsletter via e-mail <input type="checkbox"/>	
Telephone Number:	Mobile Number:
Consent to leave answerphone messages <input type="checkbox"/>	Consent to leave answerphone messages <input type="checkbox"/>
	Consent to receive text messages <input type="checkbox"/>

I wish to have access to the following online service(s)

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat medications	<input type="checkbox"/>
3. Accessing my medical records (for the attention of GP - 28 day response)	<input type="checkbox"/>

I understand and agree with each statement below

1. I have read and understood the information leaflet and terms and conditions provided to me by the practice.	<input type="checkbox"/>
2. I will be responsible for the security of the information that I view, download or print.	<input type="checkbox"/>
3. Should I choose to share my information with anyone else, this is at my own risk and responsibility.	<input type="checkbox"/>
4. If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible.	

Patient Signature:	Date:
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For Practice Use Only:

EMIS No:	Date:	Staff Initials:
Type of ID seen:	ID Number:	
Notes to be reviewed by :	Agreed / Declined (circle as appropriate)	
Account Created: YES / NO	Letter sent to patient on:	



Patient Access Information Sheet & Terms and Conditions

What is Patient Access?

“Patient Access” is a website which allows you to have access to our on-line services. These include:

- Arranging, checking and cancelling GP and INR appointments.
- Ordering and checking repeat medication.
- Updating your contact details.
- View parts of your medical records.

Patient Access is available 24 hours a day, 7 days a week, allowing you to access our services at your own convenience.

Using on-line services could save you a trip, or phone call to the surgery. You can use Patient Access at home, at work or on the go, anywhere in the world – where ever you can connect to the internet.

Patient Access mobile app is free to download on Android and iOS.

There is also a Support Centre (accessible via the “help” button on the Patient Access website) where you can:

- Trouble shoot common issues including messaging, signing in, booking appointments and repeat prescriptions.
- Check that Patient Access is up and operational and see full information of the website status and any upcoming maintenance.
- Raise a ticket directly with the support team for help and assistance.

Consent for Patient Access

To apply for on-line access patients must complete and sign the application form and return to reception with two forms of suitable ID – one of which must be photographic.

Please turn over to read the Terms and Conditions.

Terms and Conditions:



- Applications are one per patient. Acceptance of one member of a family does not imply acceptance of other/further family members.
- Applications for on-line access will not be considered for patients who are under the age of 16.
- Registration details and passwords can ONLY be released to the patient and not a third party.
- Applications will be reviewed by your named accountable GP. The GP has to right to withhold access. You will be informed of the outcome of the review via letter. Unfortunately at present there is no turnaround time for the reviewing of your application.
- Where access is refused this will be in writing. A reason will be given at the discretion of the partners.
- Patients with a history of non-attendance at pre-booked appointments (without cancelling) will not normally be granted access to on-line appointment booking, however the remainder of the facilities will be considered.
- On-line appointments booked are to be cancelled by the patient as soon as it is determined that it is no longer required.
- The practice will not allow misuse of the on-line system and will monitor usage by individual patients. Where it is considered that a patient is misusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or reoccurs access will be removed permanently and without further notice, at the discretion of the partners.
- Repeat prescriptions may only be ordered where these appear on their repeat list, which is provided to patients on the tear-off portion of the last prescription issued. The request must match the repeat list exactly and must be due.
- Personal information updating is subject to validation after submission. Patients moving outside of the practice boundary area will be removed from the practice list in the usual way.
- It will be your responsibility to keep your login details and password safe and secure. We advise you to make your password easy to remember but should not be based on something that is easy for someone to work out or guess, such as birthdays or children or pets names.
- Your computer or other device (such as a smartphone or tablet) used to access online services should be protected by a password or PIN. Antivirus software should be used where possible and software installation that might compromise the security of the computer should always be avoided.
- Ensure that you log out of your web browser after you have finished using online access to prevent any unauthorised access or misuse.



- If you know or suspect that your Patient Access account has been accessed by someone that you have not agreed should use it, then you should immediately change your password. If you are unable to change your password then you can also contact the surgery so your account can be disabled until a time when you are able to reset your password.
- If you know or suspect that your Patient Access account has been accessed by someone that you have not agreed should use it, then you should also report this to the practice so that we can review any potential misuse.
- If you believe that you might come under any pressure to give access to someone else unwillingly – then you should not apply for access.
- If someone tries to force or coerce you into sharing your records or log-in information, then you should contact the practice as soon as possible. The practice can suspend or withdraw access rights when coercion is suspected.
- If you have visual difficulties and use auto electronic readers, then please be careful to avoid being overheard, especially in public places.
- If you print out any information from your account/record, it is also your responsibility to keep this secure. We recommend that you do not make copies at all to ensure your information is kept safe.
- Before you apply for online access to your record there are some things you may wish to consider:
 - Forgotten History: There may be something you have forgotten about in your record that you may find upsetting.
 - Abnormal results or bad news: If you have access to test results you may see something that you find upsetting to you. This may occur before you have spoken to your doctor to discuss them or while the surgery is closed and you cannot contact them.
 - 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.
 - In the event of your medical records contain errors or emissions, it is important you highlight such findings to the practice as soon as possible. Please address all queries to the practice *in writing*.