



Online Services for Patients

Services Available:

- eConsult – accessible through our website
- Book Appointments (See guide on our website for appointments available)
- Order your Repeat Medication
- View your Blood Test Results and Immunisation History
- Medical History - Consultations / Medical Letters**

**Subject to Completing a Subject Access Request Form

eConsult Information

eConsult is an online platform that allows patients to consult with a clinician by completing an online form. This can also be used to request sick notes, find out results or other administrative queries.

To access eConsult visit our website and you will see a pop up banner appear. This will allow you to see how you can seek medical advice and if required complete the questionnaire. You will receive a response to your eConsult by the end of the next working day confirming we have received your eConsult and when a clinician will be contacting you. Please Check your e-mail for a reply.

eConsult is compatible with mobile & tablet devices.

Online Services

In order to register for Online Services you will need to complete the Form on Page 3 and provide the practice with a Photo ID (i.e. Driving Licence, Passport, Bus Pass, Student Card) or two other legal documents to prove your identity.

Please note that in order to allow someone else to have Online Access on your behalf a 'Consent to proxy access' form must be completed - See Page 4

Access to all your medical information will be granted at the discretion of the practice upon request. Once a request has been made, the practice will endeavour to comply within 28 days. In some instances, the practice may feel that it is not in the best interests of the patient to have online access to their medical records, and the patient will be informed accordingly.

Some of the Online Service Providers*

- **NHS App** (The NHS App is the first national app from the NHS for all patients in England aged 13 and over)
- **Patient Access** (The only Service Provider that offers Proxy Access)
- **Evergreen**

*Full list of providers will be available once you have registered for Online Services



Things to Consider

Before you apply for online access to your record, there are some other things to consider.

Forgotten history — there may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news—If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

Choosing to share your information with someone— it is up to you whether or not you share your information with others, perhaps family members or carers. It is your choice, but also your responsibility to keep the information safe and secure.

Coercion—if you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

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. If you require further clarification, please contact the surgery for a clearer explanation

Online Access for someone who cares for you

It may be possible for you to give online access to someone who cares for you. This is called 'granting Proxy Access'. This would allow them to book appointments online for you and manage your repeat medications.

If you would like to arrange this, please complete the form on Page 4



Request to access Online Services

Date of Birth	
Title	
First name	
Surname	
Address	
Email address	
Mobile Number*	

DECLARATION

I confirm that **I am the patient named above** and I have read and understood the information provided in this leaflet (Page 1 & 2)

SIGNITURE	DATE



Consent to proxy access to GP online services

Note: If the patient does not have capacity to consent to grant proxy access and proxy access is considered by the practice to be in the patient's best interest please complete the form **on behalf of the patient** stating the reason under the ****Other Info** section.

*** Please bring Photo ID with your completed form. For children less than 11 Years old, the parent/ guardian will need to bring their own ID and the children's Birth Certificate.**

The Patient (This is the person whose records are being accessed)

First Name	Surname	Date of Birth
Address:		

The Representative (This is the person you are giving access to your Online Services)

First Name	Surname	Date of Birth or Address
Contact Phone Number:		

Access Required (Please Tick):

1. Online appointments booking	<input type="checkbox"/>
2. Online prescription management	<input type="checkbox"/>
3. Blood Tests Results	<input type="checkbox"/>
4. Immunisations	<input type="checkbox"/>

DECLARATION

I, the patient, give permission to my GP practice to give my chosen representative (above), Proxy Access to the Online Services as indicated under the Access Required section above. I confirm I have read and understood the information provided in this leaflet (Page 1 & 2)

PRINT NAME	SIGNITURE	DATE
**Other info		