

Policy - Access to Patient Online Services

1. Appointments and Prescriptions

The practice offers all patients aged 16 or over the facility to register for online access which gives automatic access to:

- Book, view and cancel appointments
- Order regular medication
- View their Immunisations and Allergies.

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 recurs, 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 the 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. Other items ordered or requested using this facility will not be actioned, and no contact will be made with the patient. Prescriptions ordered outside this guideline must be via reception staff.

2. Medical Record

Patients aged 16 or above, upon request, can also have access to coded information such as medical conditions via their online login.

A patient needs to complete and return a request form to the Practice for their Doctor to approve. Upon approval this function will be added to the current online account and the patient will be contacted by letter to advise that access has been granted.

3. Proxy Access

A Patients representative, such as a parent, carer or relative, may apply for proxy access to online services. This enables the proxy to access the record on behalf of the patient, to manage appointments and order medication. If the patient consents the proxy may also view the medical record.

The person applying for proxy access must themselves be registered for online access – this can be either as a patient registered at our practice or as a patient registered elsewhere.

It is not possible to grant proxy access to a person who does not have their own access.

3.1 Proxy access on behalf of children

Giving parents access to their child's medical record online is obviously very useful as it allows parents to book appointments and order repeat prescriptions for their children.

NHS England recommends that Practices adopt a cautious approach to allowing parents access to a child's medical records once a child reaches the age of 11.

Respecting patient confidentiality is an essential part of good care. This applies to every patient: child, young person or adult. Without the trust that confidentiality brings, children and young people might not seek medical care and advice when they need it most, or they might not tell a doctor all the facts needed to provide good care. In giving those with parental responsibility online access to their children's records there is a risk that we could breach the confidentiality of the child.

For this reason, the doctors at Manor Medical Practice have decided to adopt the policy that parents of children aged 11 years or more cannot currently have online access to their child's records, nor do we allow children in this age group to access these online services for themselves.

Children under 11

We will allow parents and carers to have online access to the records of children under 11.

Children aged between 11 and 16

When a child reaches the age of 11 parental access will be revoked and the parents will be informed of this via letter.

A child aged between 11 and 16 will not be granted access individually.

3.2 Proxy access on behalf of adults aged 16 or above

A patient may consent to their carer or family member to access their record in order to manage appointments and prescriptions. Additionally they may also grant access to view the medical record.

4. Confirming Identity

In all cases, a person applying for online access will need to confirm their identity and/or proof of carer status, child's red book or birth certificate etc. We can confirm a patient's identity using vouching or by seeing documentation.

4.1 Vouching

If a patient is known to a staff member who can verify that no deception is taking place we will accept personal vouching.