



GP Online Services Application Form (Over 16s)

Please read the GP online services information before completing this form!

Full Name:		Date of Birth:	
Address:			Post Code:
Home Telephone:		<input type="checkbox"/>	Please tick one box to indicate your preferred contact number
Mobile Telephone:		<input type="checkbox"/>	
Email Address:			

I wish to have access to the following online services (please tick all that apply):	
• Booking appointments	<input type="checkbox"/>
• Requesting repeat prescriptions	<input type="checkbox"/>
• Accessing my medical record - Summary Record Access	<input type="checkbox"/>
• Accessing my medical record - Full Record Access	<input type="checkbox"/>

I wish to access my medical record online and agree with each statement (tick):	
• I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
• If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
• If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible	<input type="checkbox"/>
• If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>
• 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.	<input type="checkbox"/>

<input type="checkbox"/> Signature of patient:		Date:	
<input type="checkbox"/> Signature on behalf of patient:			

FOR PRACTICE USE ONLY	
Patient's NHS Number:	ID Verified By (Initials):
Date:	Method: Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and/or proof of residence <input type="checkbox"/>
Access Granted: Appointment booking <input type="checkbox"/> Repeat prescription ordering <input type="checkbox"/> Summary record access <input type="checkbox"/> Full record access <input type="checkbox"/>	Comments:
Authorised By:	Access Declined (Reason):

IMPORTANT INFORMATION

Please read the following before filling out the online services registration form

Getting Started

With GP online services you no longer need to wait on the phone to speak to your GP surgery. Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or app.

You can choose to:

- Book and cancel appointments with your doctor or nurse online when it suits you (your surgery will choose which appointments can be booked online).
- Order repeat prescriptions online. You don't need to make a journey to the practice or wait on the phone, you can see which repeat prescriptions need to be ordered and only order the ones that you need.
- Look at your GP records online. You can look at your records whenever you want, from the comfort of your home and find answers to questions you may have without ringing the doctor. This includes blood test results, your medications, allergies, illnesses and immunisations.
- Update your personal details – including telephone numbers and email addresses to make sure that you receive reminders and information.

GP online services are FREE to use and are just another way of contacting your surgery.

How To Register

Fremington Medical Centre uses SystemOnline for its GP online services. It is not hard to start using SystemOnline. The surgery will need to check who you are to make sure you only see your record and not someone else's. Just like your bank or the post office when you pick up a parcel, the practice wants to protect your records from people who are not allowed to see them.

- Complete the online services registration form, tick and sign to confirm you agree with the information on the form.
- The surgery will then check you are who you say you are, so you will need to supply some Photo ID and proof of address, for example a passport or driving licence and a bank statement or council tax statement.
- If you do not have any ID but are well known to the practice, a member of staff may be able to confirm your identity.
- If you do not have any ID and are not well known to the surgery, they may ask you questions about the information in your record to confirm the record is really yours.
- The practice will then either email or post out a letter to you with your unique username and password. It will also tell you about the website where you can log in and start using SystemOnline. You will need to change your unique allocated password the first time you login into SystemOnline and change it to one you will remember.
- The practice is not able to provide online access to records for children under the age of 16, however parents or guardians of children under 16 can have parental access to their GP Online Services until the child is 16. This only includes booking appointments or requesting repeat medication on their behalf. You will need to fill out a separate under 16s proxy online access application form as well as provide a birth certificate for proof of ID. This is available from reception upon request.

When you ask the surgery to register you for online services, they might discuss with you why you want to use these services, for example, if they think your record may be seen by someone who shouldn't see it, they might decide to give you access to book appointments or order your repeat prescriptions only. If the practice doesn't think it is in your best interest to use GP online services, they will discuss their reasons with you.

Things To Remember

- The surgery 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.
- SystmOnline has been developed and tested using standards set out by a government body, NHS Connecting for Health. All personal information used by SystmOnline is secure and protected.
- Please allow one hour after the registration has been made before you log on.
- You can access the service at any time of the day or night from anywhere in the UK. However, if you are travelling overseas, you will not be able to access the service from outside the UK.
- No one should force you to share your username, password or GP records. You have the right to say no. If someone asks to see your records and you don't want them to, tell the practice as soon as you can.
- You can choose to let another person see your medical records, for example members of your family or carer. To do this safely, speak to the practice.
- You can choose to stop using online services at any time by telling the surgery.
- If you change surgeries, you will need to register again for online services at your new surgery.
- If you lose or forget your login details, please contact the surgery to find out how to reset your account.

Keeping Your Username & Password Safe

When you register to use GP online services, the surgery will give you 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:

- You should keep your password secret and it is best not to write it down. If you must 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. If you think someone has seen your password, you should change it as soon as possible. You may want to call the surgery if you are not able to change it right away, for example when you do not have access to the internet.

Incorrect Information In Your Records

On rare occasions, information in your GP records might be incorrect.

If you find any incorrect information, you should let the practice know as soon as possible.

If you see information about anyone else in your records, log out immediately and let the surgery know 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 your computer screen. Remember, your GP records contain your personal information.
- Keep your username and password secret. Just like your bank account PIN, you would not want others to know how to get into your GP records.
- Make sure you log out when you finish looking at your records, so that no one else can see your personal information or change your password without your knowledge.

Remember!

Your GP records are important and you should keep them safe and secure, just like your bank account details.

No one should force you to share your GP records. You have the right to say no. If this happens, tell your surgery as soon as you can.

Take care when using a shared computer. Keep your login details in a safe place and remember to log out.

For more information on how you can protect your GP records, go to:

<https://www.nhs.uk/nhsengland/thenhs/records/healthrecords/documents/patientguidancebooklet.pdf>

GP Online Services App

If you would like to access your SystmOnline account from your smartphone or tablet, you can download the Android app from Google Play or the Apple app from the app store.

The NHS App also links in with your SystmOnline account. You can also download the NHS App for Android from Google Play or for an Apple device from the app store.

Please note that it may take a few weeks for your request to be processed and a username and password sent out to you.