

# EVERGREEN OAK AND CREEKMOOR SURGERIES

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## Access to Your Health Record via SystemOnline

Please read the information overleaf before completing this form

### I wish to have online access to:

- View & book appointments
- View & request medication
- Access my coded medical record (*contains any medical codes that have been recorded*)
- Complete online questionnaires
- Access my Summary Care Record
- Please tick to confirm

### I wish to access my medical record. I understand & agree with each statement:

*Please tick all that apply*

- I have read and understood the 'Important Information' overleaf
- I will be responsible for the security of the information I view or download
- If I choose to share my information with anyone else, this is at my own risk
- If I view information in my record that it not about me, or is inaccurate, I will contact the practice

Upon completion, your account details will be sent to you by post or email. Please specify

- Post     Email    Email address:

If you wish to collect from the surgery, please provide photographic proof of your identification for your SystemOnline account paperwork to be handed to you.

### Signature

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

Further information about SystemOnline is available at <https://systmonline.tpp-uk.com/2/help/help.html>

## Access to GP Online Services via SystemOne

If you wish, you can now use the internet (via computer or mobile app) to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

It will be your responsibility to keep your login details and password secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately. If you are unable to do this for some reason, we recommend that you contact the practice so they can remove online access until you are ready to reinstate it.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

At times, it is necessary for practice staff to access your record, for example, to attach a document that has been received, or update your information. Therefore, you will notice admin/reception staff names or alongside some of your medical information – this is quite normal.

The definition of a full medical record is all the information that is held in a patient's record; this includes letters, documents, and any free text which has been added by practice staff. The coded record is all the information that is in the record in coded form, such as diagnoses, signs and symptoms (such as coughing, headache etc.) but excludes letters, documents and free text.

### Important Information

Before you apply for online access, there are some other things to consider. Although the chances of these things happening are very small, you may be asked if you have read and understood the following before you are given login details.

<b>Forgotten history</b>
There may be something you have forgotten about in your record that you might find upsetting.
<b>Abnormal results</b>
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.
<b>Choosing to share your information with someone</b>
It's up to you if 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.
<b>Coercion</b>
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.
<b>Misunderstood information</b>
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 clinical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.
<b>Information about someone else</b>
If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

You can access SystemOnline via the Online Services page on our website  
[www.evergreenoaksurgery.co.uk](http://www.evergreenoaksurgery.co.uk)