

## Consent form for Online Access to medical records

Cleevelands Medical Centre believe in being open and transparent about medical records, and we are very much in favour of our patients having full access to their medical records online going forward. This is known as "prospective access".

In order to make sure that we are doing so safely and securely, and that we do not create extra work for ourselves and anxiety for you, we need you to go through the following checklist first.

1. You need to be aware that your medical notes are written by doctors as a record of medical issues. We may use abbreviations or phrases that you do not understand. Whilst we are happy to explain anything to you, you need to be aware that this can take a significant amount of time to respond to. You can find a list of common abbreviations on your NHS app. Please put your query in writing to us via our website and we will respond to you in a maximum of 30 working days
2. If you disagree with anything written in your medical records, or feel it is factually incorrect, you should notify the surgery in writing. Please put your query in writing to us via our website and we will respond to you in a maximum of 30 working days
3. Letters from other services will be visible to you and assigned to your records. If you do not understand something in a letter or disagree with any of its content, please contact the person or service who wrote the letter and not the GP surgery. We will be unable to clarify or correct anything for you.
4. Some results and letters may be visible to you online before the GP has reviewed them. **Some of these may be important, unexpected, or potentially upsetting results.** Please understand that we may not be able to respond to queries about them immediately, so please put your query in writing to us via the website and we will respond to you in a maximum of 10 working days. Please consider (before it happens) what you would do if you read information that you found surprising or upsetting.
5. If full access is enabled, then everything the clinician writes in your medical records will be visible online, and on the NHS app. If anyone else knows your login they will be able to see everything that has been written about you, not just the coded entries. We worry about people being pressured, coerced, or forced into sharing their logins with other people, particularly about vulnerable groups and especially those we may not know are in a vulnerable situation.
6. If you have full online access enabled, but you wish to speak to the clinician about something that you do **not** want to appear in the online record, we can do this **if you tell the clinician at the time** of your telephone or face-to-face consultation.

7. We are not able to prevent medications that have been issued to you from appearing on your online record.
8. We will need to be certain that you are making the request for yourself, and not being forced to do so by someone else, or that someone else is requesting full access without your knowledge. To do this we will need you to bring this consent form, a form of photographic identification and proof of address to the surgery.
9. Once we have confirmed your identity, the request will be passed to your registered GP, who will be able to authorise the access. This can take up to a maximum of 30 days. In the unlikely event that they have any concerns at this stage they will check with you, usually by phone.

I have read and understand all the points listed above. I confirm that I would like full prospective access to my medical records available to me online.

NAME: .....

SIGNATURE .....

DATE OF BIRTH: .....

HOME ADDRESS: .....

**For office use only**

2 types of ID provided: ..... (Driving Licence / Passport / Utility Bill / Other)

Name of staff member checking ID .....

*Form last Reviewed 25/11/22*