

DOWNLANDS MEDICAL CENTRE

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GIVING ANOTHER PERSON ACCESS TO YOUR GP ONLINE SERVICES

(Proxy Access)

Did you know that you can choose to give another person access to your GP online services on your behalf?

Who can have access?

You choose who you want to give access to. This could be your carer, partner, parent or another family member. You can also give access to more than one person.

You also choose which online services you want each person to use. These are booking appointments, ordering repeat prescriptions and looking at your GP record. You decide whether to let them use one, two or all of the services on your behalf.

Why you may want to allow another person access

You may wish to allow another person to use your online services for different reasons. For example:

- You are very unwell or just need help managing your health.
- You are finding it more difficult to look after yourself, for example due to memory issues or speech difficulties.
- You have a carer who can help you manage your health
- You may be planning for the future or choosing someone to hold lasting power of attorney for health and social care for you
- You are not comfortable with using computers and want someone else to do this for you.

Benefits

Before giving another person access, you should think about what the benefits will be for you.

You have peace of mind that someone is supporting you with managing your health.

You know that someone else understands your medical information and can provide information when you are unable to.

You can benefit from the convenience of using GP online services even if you do not use a computer or do not have access to the internet.

How it works

The safest way to give another person access to your online services is for them to have their own login. If you share your username and password, your surgery cannot tell whether you or someone else accessed your online services which may be a problem if someone else misuses your login details and your surgery has to look into this.

How to sign up

You contact us to let us know you would like to give your chosen person access to your GP online services.

We will give your chosen person a short form to fill in. You will also need to sign to confirm you agree with the information on the form.

Your chosen person will need to show their photo ID and proof of address e.g. a passport or photo driving licence and a bank statement or council tax statement.

Your GP will make a decision on whether to give your chosen person access to your GP online services. If they decide not to allow them access, we will discuss their reasons with you.

Things to consider before giving another person access

- Is there any information in your records you would not like anyone to see or know about?
- Can you trust the person to keep your information safe and not share it with others or use it without your permission?
- Is anyone forcing you into sharing your online services with them or do you think someone could force you to share it with them? If so, we would advise that you do not give them access.

How you can stop the service

You can choose to take away access to your GP online services from your chosen person at any time. To end the service, you need to let us know you would like to switch off online access for your chosen person and give us the reason.

Why you may want to stop access

Some of the reasons you can choose to end the service are:

- You only needed your chosen person to support you for a short time, for example when you were suffering from a certain illness and you needed help with managing your health during that time.
- You want to give this responsibility to another person, for example, if you have a new carer or personal assistant
- Your chosen person has misused information in your GP records (for example they have shared your private information with someone without your permission.)

Why we can stop the service

- We believe your chosen person is forcing you to share your GP records with them or with another person.
- Your chosen person has misused your GP information.
- You are no longer able to understand or remember that you gave your chosen person permission to use online services on your behalf.
- You have told us in the past that if you become unable to make decisions for yourself, you do not wish for your chosen person to have online access to your records.

Things to remember

You should let us know as soon as possible:

- If you think that someone else has accessed your online services without your permission.
- If anyone is forcing you to show them your records or give them access to your online services.
- If anyone is misusing your GP information or using it without your permission.

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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 section 1 of this form may be omitted.

Section 1

I, (name of patient), give permission to my GP practice to give the following people proxy access to the online services as indicated below in section 2.

I reserve the right to reverse any decision I make in granting proxy access at any time.

I understand the risks of allowing someone else to have access to my health records.

I have read and understand the information leaflet provided by the practice

Signature of patient	Date
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Section 2

1. Online appointments booking	<input type="checkbox"/>
2. Online prescription management	<input type="checkbox"/>
3. Limited access to parts of the medical record for (name of patient)	<input type="checkbox"/>

Section 3

I/we (names of representatives) wish to have online access to the services ticked in the box above in section 2

for (name of patient).

I/we understand my/our responsibility for safeguarding sensitive medical information and I/we understand and agree with each of the following statements:

1. I/we have read and understood the information leaflet provided by the practice and agree that I will treat the patient information as confidential	<input type="checkbox"/>
2. I/we will be responsible for the security of the information that I/we see or download	<input type="checkbox"/>
3. I/we will contact the practice as soon as possible if I/we suspect that the account has been accessed by someone without my/our agreement	<input type="checkbox"/>
4. If I/we see information in the record that is not about the patient, or is inaccurate, I/we will contact the practice as soon as possible. I will treat any information which is not about the patient as being strictly confidential	<input type="checkbox"/>

Signature/s of representative/s	Date/s

The patient

(This is the person whose records are being accessed)

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
Telephone number	Mobile number

The representatives

(These are the people seeking proxy access to the patient's online records, appointments or repeat prescription.)

Surname	Surname
First name	First name
Date of birth	Date of birth
Address	Address (tick if both same address <input type="checkbox"/>)
Postcode	Postcode
Email	Email
Telephone	Telephone
Mobile	Mobile

For practice use only

The patient's NHS number		The patient's practice computer ID number	
Identity verified by (initials)	Date	Method of verification Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>	
Proxy access authorised by			Date
Date account created			
Date passphrase sent			
Level of record access enabled		Notes / comments on proxy access	
Contractual minimum <input checked="" type="checkbox"/> Other.....			