

What are the benefits

You can book appointments, order repeat medication (drugs that you take regularly) and look at your medical record whenever you want. This will help you to find answers to questions you may have without ringing your doctor and may even help you manage your health better. You can see;

Allergies

Details of allergies and adverse reactions that are stored in your record

Medications

All medications that you are on or have previously taken. You are able to order your repeat medications (ones that you take regularly)

Laboratory Test Results (from the date of registration)

Access to the results of tests carried out in the surgery (e.g. blood tests) as well as some hospital tests. You may also see comments that your GP has added advising on further actions. You can find more about your tests and results www.labtestsonline.org.uk

Documents (from date of registration)

Letters that the practice has sent to you and other healthcare providers (e.g. referral letters) as well as correspondence that other organisations have sent to the practice about you (e.g. hospital discharge letters).

Immunisations

Details of your immunisation history that are stored in your record

Problems (from date of registration)

Key illnesses and conditions that you have or had in the past

Consultations (from date of switch on)

Any coded information that has been recorded in your record when you saw the doctor or nurse or spoke to them on the phone. It may also include administrative codes used to help manage your care

What if I don't understand something I see in my record?

Your record is written to help medical staff look after you and so in some cases, you may not understand everything you see. If you find anything difficult to understand you can talk to your GP or nurse who will be able to explain it. You can also go to the NHS Choices website www.nhs.uk to look up medical terms.

On rare occasions information in your record might need to be corrected. If you find something you think is not right, you should contact the surgery as soon as possible and speak to your GP.

How can I be sure my details are safe?

Your 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. When you sign up for online access you are issued a user name and a password that are unique to you. Keep your login details in a safe place and remember to log out. You should not share this information with anyone else – if you do so, please be aware that this is at your own risk. For more information on how to protect your online records, go to www.nhs.uk/GPonlineservices

No one should be able to view your GP records without your permission. If you suspect that your account has been accessed by someone else or if you are put under pressure to give someone else access to your record, please contact the surgery and ask to speak to your GP or the Managing Partner.

Can I let other people see my record if I choose to?

In future you will be able to choose to give access to others – for example if you need help managing your health. This could be your partner, parent or another family member, carer or power of attorney. You will be able to give access to more than one person and choose which online services you want each person to use. They will be given their own login details, which will be separate from yours. You don't need to know how to use these services or have a computer yourself to give another person access but no one will be given access without your permission.

Can I see my children's record?

Currently, children will only be given access to book appointments and order repeat medication. This is because there are complex rules about confidentiality and when a child is deemed to be responsible for their own online access.

In future it will be possible for parents and guardians to have access to their child's full medical record but it is likely that access will be limited from early teenage years due to a growing need for confidentiality.

When a child turns 16 we are contractually obliged to deactivate online access and ask them to re-register if they wish to continue using online services. In future your child will be able to give you access to their record if they feel it would be helpful.

A few other things to think about...

On very rare occasions, your GP may not think it is in your best interest for you to look at some or all of your GP records online. If this happens, your GP will discuss their reasons with you. It is up to your GP to decide if you should be allowed access to your online records.

You may see your test results before your doctor has spoken to you about them. This may be when you cannot contact us meaning you will have to wait to talk to us if you have concerns.

There may be information in your GP records that you did not know was there or that you had forgotten about, such as an illness or an upsetting incident. If you see anything you did not know about that worries you, please call and speak to your GP.

How do I register for online access?

Complete an online access registration form (available in our registration pack, on our website or from reception) and bring it into the surgery in person with ID to prove your identity. If you do not have the required ID, speak to a member of staff who may be able to confirm your identity by other means. In most cases you'll be online in a few days.

The Rycote Practice
Thame Health Centre

Online Access to my Medical Record



24/7 access from anywhere in the world

Book Appointments

Order repeat medication

View your medical record