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PICTON MEDICAL CENTRE

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Practice Policy for On-line Access

Before you begin to use the online booking service, please read the following policy and attached agreement. Please keep this policy for your own reference.

A document or secure message containing your pin number and log-on details will be provided to you as soon as the Practice receives your signed consent form and documentation to verify your identity. Please keep this document safe as it contains your personal information.

When registered you will be able to:

1. View your on line medical records
2. Book doctor or advanced practitioner appointments
3. View appointments you have already booked
4. Cancel appointments
5. Order repeat medication
6. View Test results
7. Submit Questions
8. Access health related information via evergreen

Appointments

Please ensure that you book any appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor or an advanced practitioner, contact us by telephone. Whilst we will do what we can for you to see the clinician of your choice the wait may be longer.

Missed Appointments

If you are unable to attend your appointment you should cancel it as early as possible.

Ways of cancelling:

If you are signed up to MJOG, text "cancel" in reply to the text message reminder.

Cancel on line.

If you cannot cancel by either of the ways listed above you can ring the surgery and we can do this for you. Please remember our phones lines are busy, so give yourself enough time to cancel the appointment so we can give it to another patient.

We monitor missed appointments on a daily basis. If you miss an appointment twice times in a six month period will remove the facility for you to use online booking. If you miss 3 appointments in a 12 months period and you may be removed from the practice list.

Inappropriate use

We are sure you will find this service useful. However, we will revoke your access to it if you abuse the service. For your access to be reinstated you would need to speak to a member of the management team.

Examples of what we would consider inappropriate use are:

1. Booking appointments and not using them more than twice a year,

2. Consistently booking inappropriate appointments with the practice for example for self-limiting minor ailments where we have recommended you seek advice from a pharmacist

Appointments for Family Members:

Unfortunately the system is not flexible enough to allow you to book appointments for family members. Online booking is only available to patients aged 15 and over. Parents can have proxy access to children's records until the child turns 15. On the child's 15th birthday online access is automatically turned off. The child can then give proxy access if they are assessed to be competent.

Important Information – Please read before returning this form

You can use the internet to book appointments, request repeat prescriptions for any medications you take regularly and look at your medical record online. If you do not have on line access you can also still use the telephone or call into 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 safe and 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.

DO NOT GIVE YOUR USER NAME AND PASSWORD TO YOUR NOMINATED PHARMACY TO ORDER YOUR RPESCRPTIONS, THEY CAN SEE YOUR CONFIDENTIAL HEALTH RECORD

Appointments for Family Members:

Unfortunately the system is not flexible enough to allow you to book appointments for family members.

Under 16's: Online booking is only available to patients aged 16 and over

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

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.

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news

If you have asked to be able to view 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.

Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Coercion

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.

Misunderstood information

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 technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Information about someone else

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.

Application for Online Access to my Medical Record

I wish to access my medical record online and understand and agree with each statement (please tick all boxes)

1. I have read and understood the information on this form	<input type="checkbox"/>
1. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
2. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
3. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
4. If I see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible	<input type="checkbox"/>
5. I have understood and will adhere to the practice policy for the use of on-line booking. I will ensure the safe keeping of my user name and password. I understand that failure on my part to adhere to the policy may result in my on-line booking registration being terminated. I understand that this will in no way affect my registration with the practice.	<input type="checkbox"/>

Signature.....

DOB

Date

For practice use only

Identity verified through (tick all that apply)	Vouching <input type="checkbox"/>	Name of verifier	Date
	Vouching with information in record <input type="checkbox"/>		
	Photo ID <input type="checkbox"/>		
	Proof of residence <input type="checkbox"/>		
Name of person who authorised (if applicable)			Date

Staff

PLEASE initial when done

Check identity -Give online full access