

Sturry Surgery
53 Island Road,
Sturry, Canterbury, Kent. CT2 0EF
Tel. 01227 710372

Canterbury Health Centre
26 Old Dover Road
Canterbury, Kent. CT1 3JH
Tel. 01227 452444

Application for access to online services

Please see information overleaf

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

I wish to have access to the following online services (please tick all that apply):

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record	<input type="checkbox"/>

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

1. I have read and understood the information on the reverse of this form	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4. If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible	<input type="checkbox"/>
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>
6. If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible.	<input type="checkbox"/>

Signature	Date
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For practice use only

Patient NHS number	Practice computer ID number	
Identity verified by (initials)	Date	Method <div style="text-align: right;"> Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/> </div>
Authorised by		Date
Date account created		
Date passphrase sent		
Level of record access enabled <div style="text-align: right;"> All <input type="checkbox"/> Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> Detailed coded record <input type="checkbox"/> Limited parts <input type="checkbox"/> </div>	Notes / explanation	

What you need to know about online services and your GP online records

When you hand in this form you will need to bring in some photo id (passport or driving license) and a proof of address such as a utility bill or bank statement that is less than 3 months old.

By completing the form overleaf you will be able to book and cancel appointments online, order repeat medications and look at your GP records on a computer, a tablet or a smartphone, using a website or an app. Further information on how to get started is available online at: www.nhs.uk/patientonline or from the surgery website www.sturrysurgery.co.uk. Viewing medical records online is not available to patients aged under 16.

What's in it for you?

- You can look at your records whenever you choose to, without needing to print them. Online records are up to date and more secure than a printed paper record which could get lost or seen by others.
- People who have long term conditions, for example diabetes, hypertension or coronary heart disease, have found that looking at their test results online helps them make positive changes to improve their health. They can see if their condition is improving or getting worse by looking at past test results.
- You can look at your medical records before your appointment to see if there is anything you need to discuss with your doctor or nurse. This could be your test results, illnesses you have had in the past or any new information added to your records. This would help you discuss any concerns you may have and help you benefit more from your appointment.
- Sometimes when you see your doctor, you are given a lot of information and might not be able to remember it later. You may also want further information once you have had time to think about what was said. You can look at your online records after your appointment to make sure you understood what your doctor or nurse said.
- One of the most useful things patients have found is that you can make sure your medical information is accurate. For example, you will be able to let your doctor know if you have an allergy to a medicine and it is not recorded.
- Before you go on holiday, you can check if your vaccinations are up to date without having to go to your surgery.

Understanding your records

Your records are written to help medical people look after you and so in some cases, you may not understand everything you see. If you find anything difficult to understand, as well as talking to your doctor or nurse, you can go to the NHS Choices website by using this link www.nhs.uk. NHS Choices is the NHS website for patients so you can look for information on illnesses, improving health and to find NHS services in your local area.

A few things to think about

There are a few things you need to think about before registering for online records. On very rare occasions:

- Your GP may not think it in your best interest for you to look at 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 your surgery, or when your surgery is closed. This means you will need to wait until an appointment is available to talk to your doctor.
- Information in your medical records might need correcting. If you find something you think is not correct, you should contact your surgery. The staff will be able to answer your questions and set things right when needed. Please bear in mind that you cannot change the record yourself.
- There may be information in your medical 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 speak to your surgery and they will discuss this with you.
- If you see someone else's information in your record, please log out immediately and let your surgery know as soon as possible.
- If you have questions about any of the above points, please talk to your surgery and they will be able to advise you further.

REMEMBER: You will be responsible for keeping access to your records secure. Keep your password safe.