



Protocol for managing Online access and electronic communication (email and texting) January 2019

Online Access for adults (> 18 yr)

- Patients are encouraged to use online access as much as possible. A patient information leaflet is given to new patients and available on our website (appendix 1)
- Information about privacy is also shared at time of registration and available on our website (appendix 2)
- This enables them access to their notes ensuring we work together as equal partners in their health care.
- Online access assumes a patient's email account is their own and not shared
- Electronic communications can be a very effective form of communication for patients. However, there are safeguards that must be in place if information is being sent electronically, especially where patient identifiable or sensitive information is being communicated.

Online Access for children

- Parents can manage childrens' accounts but at the point that the child becomes Fraser competent, they need to have the opportunity to manage their own records
- As a practice we will highlight this when children turn 16 and contact the child directly by letter/ email to ask what they want to do about communication between us and them.
- If a child wishes to take control of their account before the age of 16, then this can be arranged if their named GP considers them to be Fraser competent.
- Online access assumes a patient's email account is their own and not shared (we cannot set up online accounts for children using a parent's email address).

E-mails / text messages generated by the practice

Generic messages for patients

If you have agreed to share your personal email address with the practice, we may send out generic emails from time to time. These emails will not contain any specific clinical information about you. For example, we may send out practice newsletters, information about flu campaigns, details of practice opening times or events that the practice is running. If you do not wish to receive these emails, please notify the Practice on nhccg.watershipdownhealth@nhs.net

Specific messages for patients

These are emails / text messages that contain information about the person to whom the email/ text message is addressed. For example: invitations to asthma clinics or appointment scheduling. In order for us to send you personal emails, we need your written consent at

time of registration or verbal consent at other times. You can withdraw your consent at any time by notifying the practice.

All specific emails/ text messages will be included as part of the medical record.

E-mails/ website enquiries/ messages via patient access generated by patients

Queries related to clinical matters are generated via WebGP and dealt with via the Duty Doctor or if appropriate by the Named GP.

We do not believe that is appropriate to discuss more complex matters (such as queries regarding medical symptoms, treatments etc.) over email as we may not be in a position to respond quickly and we do not feel it is clinical best practice.

Should a patient have a general, non-clinical query, it should be sent to nhccg.watershipdownhealth@nhs.net. If the matter is urgent, the Practice should be contacted by phone as we cannot guarantee that emails will be monitored daily.

Signing up electronic communication between the patient and the practice

To sign up to the email/ texting service, we require:

- Consent from the patient at time of registration – written (appendix 3) or verbal and coded in the records
- Details of the patient's personal email address (we do not accept work email addresses)
- One email address per patient – the Practice cannot accept a shared email address
- Patients will be issued with a unique identifier which will be the subject header for any email correspondence
- All consent forms will be scanned into the medical record of the patient and coded.
- For patients already registered (and using electronic communication) we will record consent during consultations

Patient responsibilities

- Patients should use their unique identifier when responding to any emails.
- Patients must inform the Practice of a change in email address/mobile telephone number/address and postcode immediately.
- Emails received from the Practice must not be forwarded on to another person.
- Patients are responsible to checking their email accounts regularly to ensure any information from the Practice is not missed.
- All attachments will be in a locked Word or pdf format
- If the Practice receives emails that are inappropriate (such as continual requests for an urgent response, excessive numbers of emails, abusive or vexatious emails), then the Practice reserves the right to block the patient's email address and revert to contacting the patient by telephone or letter only.

Security relating to electronic communication

Emails are sent from a secure NHS email address.

All emails sent or received by the Practice are subject to monitoring

Accessing GP Records Online - Patient Information Leaflet

We can quickly enable patients to be able to request repeat prescriptions, book appointments online and view some parts of your medical record.

Some patients may wish to access more information online and contractually from 1st April 2016 assist access to coded data.

However this requires additional considerations as outlined in this leaflet. You will be asked that you have read and understood this leaflet before consenting and applying to access your records online. The practice will also need to verify your identity.

Please note:

- **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.**
- **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.**

The practice may not be able to offer online access due to a number of reasons such as concerns that it could cause harm to physical or mental health or where there is reference to third parties. The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

Key considerations

Forgotten history

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

Abnormal results or bad news

If your GP has given you access to 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.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society: Keeping your online health and social care records safe and secure <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf> January 2019

Detailed Coded Record Access Agreement.

Name	
Date of Birth	
Address	
Telephone No	
Mobile No	
E-mail address	

This questionnaire is to help the Practice check your understanding and suitability for having Detailed Care Record Access.

Before you start this questionnaire, please read the Accessing GP Records Information attached

All questions marked with a *should be answered

1. Record Access Questions

1.* I wish to access my medical record online and I agree that I have read and understood the information leaflet attached

Yes No

2.* I will be responsible for keeping any information I read, copy, download or print, safe and secure

Yes No

3.* I am completing this questionnaire for myself

Yes No

4.* I am confident using my login and passwords to access Online Services

Yes No

5.* I agree that if I choose to share my information with anyone else, this is at my own risk

Yes No

6.* I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement

Yes No

7.* After I visited the Practice or Hospital, I agree that it can be beneficial to me to view the details of the visit in my record?

- Yes No

8.* There may be an instance when accessing my medical record online, I may read some information that could be unexpected or upsetting. If this happens I would:

TICK ALL THAT APPLY

- Not view the test results but wait until I see the Doctor or Nurse
- Panic and become distressed
- Look up the information online using NHS Choices or Patient.co.uk
- Wait and contact the practice when they are next open
- Contact 111 for further information
- Contact out of hours service
- Go to Accident and Emergency

9.* A new letter has arrived in my health record. I open up the letter to find another patient. If this happens I would:

TICK ALL THAT APPLY

- Not tell anybody about it
- Read it and then tell others what the person suffers with
- Inform the practice straight away or when they are next open

10.*If I read information in my record that someone else, such as a friend, neighbour, family member or care professional has said about me, would it upset me?

TICK ALL THAT APPLY

- No, I understand the practice has a responsibility to keep records about me
- Yes, I do not want this information in my record
- Yes, you should not believe what other people say
- Yes, this could damage the relationship with the other person
- I do not know

11.* Do you think you understand what Record Access means?

- Yes No

12. If you have any other comments about record access or this questionnaire please submit them here:

I agree that by completing this form I have read and understood the information contained in the Online Services Records Access - 'It's your choice' information sheets, and am requesting access to my coded medical records.

Signed:

Date:

Print Name:

For Reception use only - ID seen..... Vouched for Initials:

Usual Dr:

Emis No:

I authorise full online access to the patients' medical records from

I do not believe it is in patients best interests to give Detailed Coded Record Access

Dr Signed:

Date:

(please pass to admin for scanning and coding)

Patient Name:

Date of birth:

NHS number:

Address:

I understand that I choose to make use of the email communication service with Watership Down Health.

I confirm that I have been given a copy of the emailing patients' policy, which I have read and understood. I confirm that I will comply with the patient requirements and wish to be contacted by the Practice by email. I understand that my emails could be read and intercepted by a third party as emails are not secure.

I understand that it is my responsibility to check my emails and notify the Practice of any changes.

I understand that if any matter is urgent or if I need clinical advice, I will contact the Practice by telephone.

My email address is:

Patient signature:

Date:

Accepted on behalf of the Practice:

Name:

Date:

Position:

Signature: