

## FAQs

### **Is my information safe whilst I'm viewing it?**

The information you view online comes from The New Dispensary's Surgery's clinical system. This information is encrypted and securely sent to your computer. None of the medical information that is shown on the online system is held permanently on your computer.

To view your online record you have to identify yourself with passwords and a User ID that only you know. Unless you reveal this information to someone else you will be the only person able to access your medical record via the online system.

### **What if I spot a mistake?**

If you find any errors in your records you must inform the practice. If you see information that is not relevant to you, you should immediately exit from the system and inform us.

### **What about identity theft?**

Addresses, and NHS numbers will not be shown on screen unless you have a letter open.

### **What if I mess it up?**

No matter what you click you cannot alter your record. It is a 'read-only' record

## **What do I do next?**

Carefully weigh up the advantages against the disadvantages. It's up to you to decide if you want access and **not** other members of the family! If any of the disadvantages are a concern for you, then looking at your medical records online may not be right for you. The treatment you receive or your relationship with your doctor will not be affected in any way. You can still use Patient Access to book appointments online and order prescriptions.



Once you have visited the Surgery with your completed Consent Form with two acceptable forms of ID we will verify your identity. Please be aware that the receptionists will not be able to process the forms immediately. You may be asked to call back the following day to collect your original forms of ID.

If access is approved, which may take up to 7 days, your account will be enabled.

*Please be aware that accessing medical records online may not be appropriate in all cases and the GP will write to you if they feel that it is not suitable for you.*

*Any further questions or concerns please contact the Practice Manager on the number below.*

*The New Dispensary  
2 Alder Meadow, Chase Meadow Square  
Warwick CV34 6JY Tel 01926 400010*

# Access Your Summary Medical Records Online

Medication, Allergies & Vaccinations  
Full records are unavailable at present  
via this process



## The New Dispensary

Patient Information Leaflet

**Background:** You may have heard that you can apply to access your medical Records, this leaflet will help explain how and why.

Full Medical records will be available end of 2015 but as from now you can access a summary record of your

- Medications
- Vaccinations
- Allergies



### **How do I Register?**

Before you are able to view a summary of your records online, you must be registered with **Emis Patient Access**, this is the same system which allows you to book appointments online. Please ask at reception or click on the **'Do it Online'** tab on the surgery website [www.newdispensarysurgery.nhs.uk](http://www.newdispensarysurgery.nhs.uk) for details of how to register.

Once you are registered, you will then need to complete the **Consent Form (forms available from reception or on the website)**. Please bring the completed documents to the surgery with (i) either a *passport or driving licence* **and** (ii) *one official letter* bearing your name and address, dated within the last three months, from your bank, building society, council, utility company or landline provider.

**Please note that, in order to verify identity, patients applying to view their records must bring in their documents personally .**

### **What are the advantages?**



#### **Get involved**

The patient can play an active role in their own healthcare and develop a good relationship with their GP and practice.

#### **Going to A&E or Outpatients**

If you're going to see a healthcare professional in hospital you can show them your records online or can print off information and take it with you.

#### **Relatives having access**

This may be particularly helpful if you are being cared for in a nursing home or in the community. It may help your relatives monitor your medical care. Records of any prescriptions issued will be recorded here.

#### **Saving time**

You can check your vaccinations without ringing or travelling to the surgery.

#### **Information for forms (insurance, travel)**

Information on your immunisations or allergies will be at your fingertips. If you are asked questions about these, you will be able to look them up yourself.

#### **Security**

It's as safe as internet banking **IF** you keep your passwords secure. Don't leave your passwords where they can be found. Don't use obvious ones such as names, birthdays or anniversaries etc.

### **What are the disadvantages? (Full access available later in 2015, this page will only apply once full access is activated)**

#### **Forgotten history.**

There may be something in your history you had forgotten. It might be information you had put to the back of your mind and are now confronted with!



#### **Complex information**

There will be abbreviations and technical terms. However, most patients understand most of what they read and the information buttons linked with the problem offer detailed explanations. Please ask if you don't understand.

#### **Test Results (available by end of 2015)**

Results can be difficult to understand. Results may be abnormal and cause you to worry. If you do see something of concern, ring the surgery to make a telephone appointment to speak to one of the doctors. If you tend to worry - don't read your results when the surgery is closed!

#### **Third Party information**

A relative might tell the doctor something about you in confidence which the doctor will record on your notes. You may read something in your records from a third party that you may find upsetting!