

# How to Register

In order to register for Online Services you will need to provide the practice with 2 forms of ID, one of which should be photo ID.

Please note that in order to allow someone else to have Online Access on your behalf a 'Consent to proxy access to GP online services' form must be completed. This can be obtained from reception.

Access to coded medical information will be granted at the discretion of the practice upon request. Once a request has been made, the practice will endeavour to comply within 10 working days. In some instances, the practice may feel that it is not in the best interests of the patient to have online access to their medical records, and the patient will be informed accordingly. We do not offer access to your 'full' medical record online.

**Ask at reception to register today.**

More information can be found on our website—please see front of leaflet

## Online Access for someone who cares for you

It may be possible for you to give online access to someone who cares for you. This is called 'granting proxy access'. This would allow them to book appointments online for you and manage your repeat medications.

If you would like to arrange this, please ask at reception.

If you would like to arrange Online Access for someone you care for, please ask at reception who will ensure that the correction information and forms to give authorisation are passed to the patient.

### ADELAIDE & ST LEVAN SURGERY

Adelaide Surgery  
20 Adelaide Street  
Stonehouse  
Plymouth  
PL1 3JF  
Tel: 01752667623  
[Www.adelaidestreetsurgery.co.uk](http://www.adelaidestreetsurgery.co.uk)

## Online Services for Patients

St Levan Surgery  
350 St Levan Road  
Keyham  
Plymouth  
PL2 1JR  
Tel: 01752561973  
[Www.stlevansurgery.nhs.uk](http://www.stlevansurgery.nhs.uk)

**systemonline**  
BOOK REQUEST REGISTER

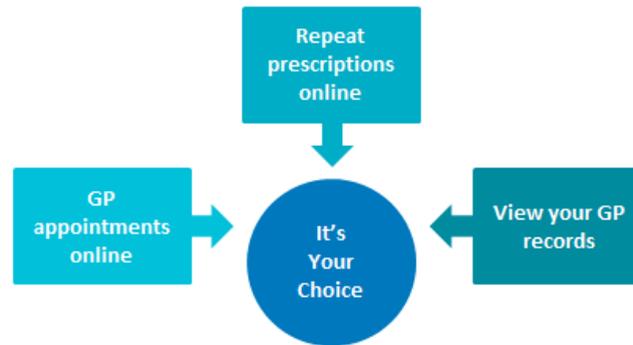
# 'It's your choice'

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

**The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**



**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.**

## Things to Consider

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

*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.