# Systm Online: Records Access, Greystoke Surgery Morpeth

If you wish to, you can request access to view your medical records online through the [Patient Access](http://theredhousegroup.com/online-services/patient-access/) online service.  If agreed, we will allow access to view all the clinically-coded information in your record from 1st January 2015, such as problems, consultations, medication, test results, immunisations and allergies.

**How to apply for online access to your medical records**

In order to view your medical records online, you will need a Patient Access account.  You can register for a Patient Access account by contacting Reception.

For security reasons you will not have access to view your medical records straight away.  Instead, you will need to request that this service is activated.  We are required to verify your identity to do this, so please bring some photo identification with you.

If you already have a Patient Access account but do not currently have online access to your medical records, you can request this service online, or by contacting Reception. Your GP will need to grant permission to view your clinical record and once you have permission, you can view your medical record by [logging into your account](https://patient.emisaccess.co.uk/) and clicking on *View your medical record*.

**Keeping your online health records safe and secure**

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.

Please note that the practice has the right to remove online access to services for anyone that doesn’t use them responsibly.

**Things to consider before applying for online access**

Before you apply for online access to your medical 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.

**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.

Please click on the following links for more information:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/overview.aspx>

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/what_to_do.aspx>

If you have any questions or concerns, please ask to speak to Mrs Jennifer Dollman, Practice Manager or Mrs Marie Finlay, Office Manager.

Dr Richard Glennie, GP IT lead and Caldicott Guardian on behalf of Greystoke Surgery.

**Consent Form to Access Your Medical Record Online - Greystoke Surgery, Morpeth**

|  |  |
| --- | --- |
| Name |  |
| Address |  |
| NHS No. |  |
| e-mail address |  |

I confirm I have read and understood the leaflet I have been given entitled “Systm Online: Records Access Greystoke Surgery Morpeth”.

I understand that I am applying to be given access to my personal and confidential medical record through my Systm Online account and it is my responsibility to keep this access and the data I look at safe.

I am aware of the potential hazards and benefits of accessing my medical record including the risks of coercion, upsetting or forgotten information and information sharing with other people or interested parties.

Signature: ………………………………………………

Date: …………………………………………………….

**Please detach the bottom of this consent and return the top section with your personal details and signature to the reception staff.**

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**What Happens Next?**

Your usual GP will be informed of your wish to view your record on line and they will review your medical record to ensure that it is safe and in your best interests to do so.

If we are happy, your record will be available through your Systm On Line account within 10 working days. If your doctor has concerns or worries about this request they will contact you directly to discuss this further.