

THE WADHURST MEDICAL GROUP

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**ACCESS TO ONLINE SERVICES – PROXY ACCESS REQUEST
TO BE USED FOR PARENTS OF UNDER 13S / GUARDIANS / OTHER PARTIES**

The Patient Access system has functionality to allow proxy access to another patient's online services account. This can be useful for Parents / Guardians or Carers who wish to book appointments and order medication on another patient's behalf.

Patient:

Surname:

First Name:

Date of Birth:

Address & Full Postcode:

Email Address:

Telephone No:

Mobile No:

Proxy: Surname:

First Name:

Date of Birth:

Address & Full Postcode:

Email Address:

Telephone No:

Mobile No:

Do you have a Lasting Power of Attorney: Yes/No

Reason for request for Proxy Access:

Please Tick the online EMIS WEB service you require access to below:

1	Online Appointment Booking	
2	Personal Medical Record View of current medication, allergies & adverse reactions	
3	Repeat Prescription Requests	

Section 1: Patient

If the patient is under 11 years of age or does not have the capacity to consent to grant proxy access and proxy access is considered to be in the patient's best interest, this section of the form may be omitted and the patient's GP can sign agreement in Section 3 below.

I confirm that I give the above named person (Proxy) permission to have access to the EMIS WEB Online Service on my behalf:

- I reserve the right to reverse any decision I make in granting proxy access at any time.
- I understand the risks of allowing someone else to have access to my health records.
- I understand that if I feel that I being forced or coerced into sharing my information with another party or my proxy that I can contact the practice to discuss my concerns with my named GP.
- I have read and understood the information leaflet provided by the practice.

SIGNATURE OF PATIENT:	
DATE:	

Section 2: Proxy

I confirm that I wish to have access to the EMIS WEB Online Service on behalf of the above named patient:

Please tick to agree that you have read and understood the statements below:

I have read & understood the information leaflet provided by the Practice.	
I will be responsible for the security of information that I see or download.	
If I see information on the record that is inaccurate I will contact the Practice asap.	
If I suspect the account has been accessed by an unauthorised person I will contact the Practice asap.	
I understand that Proxy access can be revoked by the patient at any time.	

SIGNATURE OF PROXY:	
DATE:	

Section 3: For Practice Use

If the patient is under 11 years of age or does not have the capacity to consent to grant proxy access and proxy access is considered to be in the patient's best interest, Section 1 of this form may be omitted and the patient's GP can sign agreement below:

I confirm that the above named Proxy can have access to the above patient's online record:

SIGNATURE OF GP:	
DATE:	

FOR PRACTICE USE ONLY / ID VERIFIED:

PHOTO ID	PROOF OF RES	VOUCHING	OTHER
NAME:		DATE:	

ACCESS AUTHORISED BY:	NAME:	SIGNATURE:
DATE:		

For Practice Staff – If Section 1 has not been signed form **must go** to Patient GP and then be returned for processing.

Further Information for patients:

Considerations/Approval of Access

The practice will not approve on-line access if it is deemed that it may cause physical and/or mental harm to the patient. At any point the practice may revoke online access to patients if the functionality is abused.

3rd Party Information

This practice will not share any information held within a clinical record that is deemed as 3rd party information without the explicit consent from the 3rd party.

Understanding your records

If you do not understand everything you read because of the medical terminology used in your medical record you may find it useful to go to the NHS Choices website: www.nhs.uk, or other websites to search on information about illnesses and test results e.g. www.patient.info and www.labtestsonline.org.uk. Although these sites are not owned by the NHS, other patients have found them useful. However, please do not hesitate to contact the surgery to speak to a doctor or nurse if you have concerns.

A few things to think about

There are a few things you need to think when registering for online records access. 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.

If you find something you think is not correct in your record you will need to contact your GP to discuss it. Please leave a message with a Receptionist asking your GP to call you about the issue. 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 contact your GP to discuss as above. 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.

Proxy Access

It is possible for relatives and/or carers access to access online records on a patient's behalf – this is called Proxy Access. Where Proxy Access is given the practice will make sure that access is only given to what is necessary and reasonable. Whether to grant access or not will always be at the discretion of the GP. Please note Parent / Guardian access is restricted automatically by the Patient Access system when a child reaches the age of 11 years at this point the Parent / Guardian will need to present at the Surgery if reinstatement is requested and this will again be at the discretion of the Practice.

Coercion

'Coercion' is the act of governing the actions of another by force or by threat, in order to overwhelm and compel that individual to act against their will. If you think that you may come under pressure to give access to someone else unwillingly at any time, please inform a member of the practice team as soon as possible.

The practice will consider the risk of Coercion on a case by case basis as requests for access are received, and if necessary will decline access. The patient's named GP will discuss with the applicant the reasons for refusal of access. If coercion is identified as a risk with regard to a patient previously registered for online services, then access will be immediately removed.

Detailed Coded Records Access (DCRA)

Separate requests are required for Detailed Coded Records Access (DCRA) online. Please ask a Receptionist for a copy or download a copy from the website. Patients with DCRA will have access only to the coded data (Allergies, Medications, Documents, Laboratory test results, Immunisations, Problems, and Consultations). If there is information missing from the record, it may be that some of your record is still held in paper form.