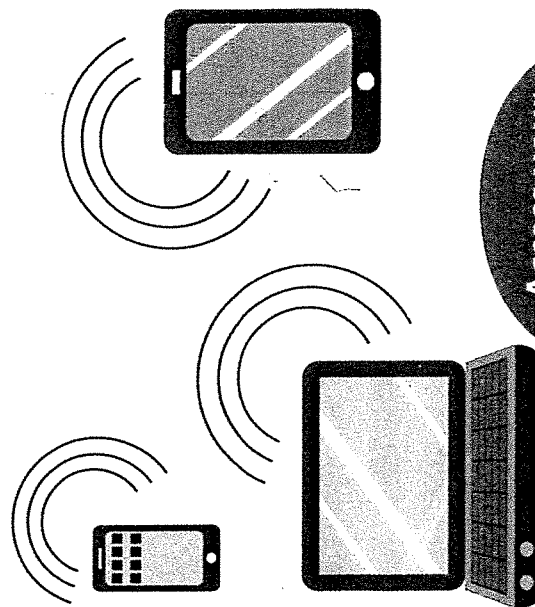


Online Patient Access: Frequently Asked Questions and Registration Form

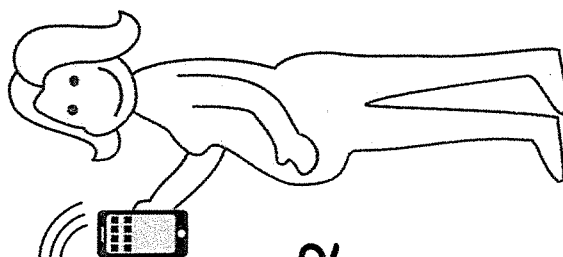
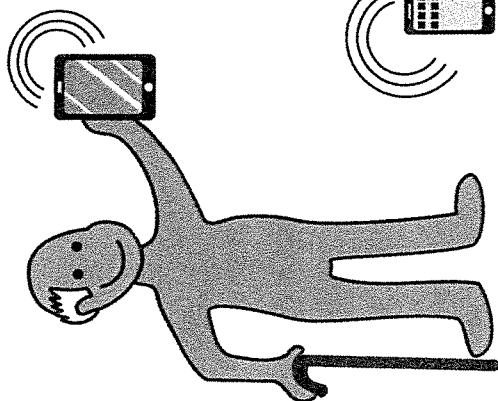


Access your
medical record

Book or
cancel an
appointment

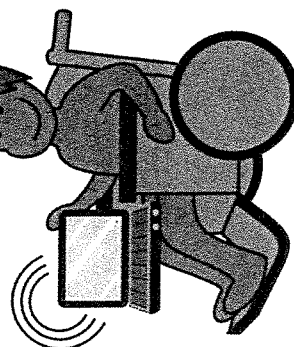
Renew
prescriptions

Online Patient Access



**GET GREATER
CONTROL
OF YOUR
HEALTH**

**AND
WELLBEING**



Online Patient Access Registration Form

Please complete this form and hand it to a member of reception staff along with any of the following photo ID: Photo driving licence • Passport • Student Photo ID • Disabled Blue Badge • Older person's travel card

Once your ID has been verified and your form processed by your GP practice, you will be issued a letter with instructions to enable your access, as well as your unique PIN number.

OFFICE USE ONLY

Access PIN letter printed: Yes No Date: _____

Access Registration coded: Yes No Date: _____

Staff name: _____

Staff signature: _____

Proof of ID seen

Driving licence:

Passport:

Disabled drivers pass:

OAP travel card:

Student Photo ID:

Other: _____

We can use your mobile number to send you appointment reminders by text. To opt out of this service, tick here.

Date: _____

Mobile telephone number: _____

Patient signature: _____

Address: _____

Postcode: _____

Date of Birth: day _____ month _____ year _____

Email address: _____

Home telephone number: _____

You look after someone, and therefore are a carer, speak to your GP Practice.



What is Online Patient Access?

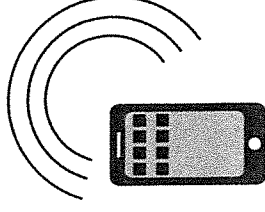
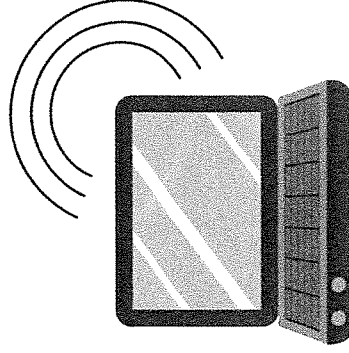
Online Patient Access allows you, at any time of the day, no matter where you are, to:

- make appointments online
- order repeat prescriptions online
- view your own medical record online.

You will be able to complete these actions using a computer, tablet or smartphone. You can also still use the telephone or call in to the surgery for any of these services as well. It is your choice.

Why are we doing this?

In the last GP survey, 45% of patients in Bracknell and Ascot said they would like to book appointments online, and many patients are saying they want to access their own medical records. This would motivate them to be more involved in managing their own care. Online Patient Access is part of making this happen.



What are the benefits of online services?

Having access to your own records empowers you to be in control of your own health and wellbeing. This is particularly helpful for people who live with a long-term condition such as diabetes that needs regular monitoring and frequent prescriptions.

It also means that you can even access it from anywhere in the world should you require medical treatment on holiday.

Practices tell us that online access helps to manage appointments and telephone calls more efficiently and patients find it convenient and accessible.

How can I register for Online Patient Access?

You need to complete the attached registration form and return it to your GP practice, bringing with you any of the photo ID mentioned on the form. Your GP practice will then issue you with a unique PIN number and instructions to create a unique password.

Can I share my information with someone? It is up to you whether or not you share your information with others – perhaps family members or carers. It is your choice, but also your responsibility to keep the information safe and secure.

What if I don't understand my medical record?

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, or there may be parts of your history you had forgotten and you may find upsetting. If you require further clarification, please ask next time you visit your GP.

More information

For more information about keeping your healthcare records safe and secure, online 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"*.

