



The Swan Practice

Viewing Your Medical Record Online

Patient Access has been in use in the practice for some years now and many of our patients are happily using it to book appointments, order repeat prescriptions and send messages to the doctors, via the internet.

In line with the national NHS project “Patient Online”, we are now offering patients a way to view their medical records, online.

Before we can provide access three simple steps are needed:

- patients will be asked for confirmation of their identity,
- patients will be asked to sign a consent form
- and a GP will need to authorise.

This is to make sure that you are aware of the risks and have accepted them.

Q. What will I be able to see?

- Test results e.g. blood pressure, blood tests, outcomes of X-rays.
- Vaccinations and immunisations
- Medications
- Letters about you to and from the doctor
- Allergies
- Active problems
- Consultations
- Examination dates, investigations and outcomes

Q. Can I alter the record?

Not directly, but if you think that there is something that needs to be changed, please send us a Patient Access message with the details.

Q. What are the advantages for me?

- If you are waiting for test results you can view them as soon as they are added to your record and you will not have to ring the surgery.
- You can see your history of immunisations and medication.
- You can view your record anywhere: overseas, on holiday, in hospital – any place that has an internet connection.
- Having access to records means, that you could be more in control of your health and well-being. This is particularly helpful for people who live with a long-term condition such as diabetes that needs regular monitoring and frequent prescriptions.

Q. Is it secure?

- Yes, none of the medical information that is shown on the online system is stored permanently on any computer outside of the system.
- 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 we can withdraw online access until you are able to reset your password.
- If you print out any information from your records, 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.

Q. What about children?

The minimum age for Patient Access is 16 years old. At the moment Patient Access is not available for children or their parents/guardians.

Q. Can you turn it off?

Yes. As with the current arrangement, we can turn off the access in part or altogether.

Q. Where can I get more information?

More information can be found at www.theswanpractice.co.uk or <https://www.england.nhs.uk/ourwork/pe/patient-online/>

Things To Consider

Forgotten history – There may be something you have forgotten about in your records that you might find upsetting.

Abnormal results or bad news – When viewing test results or letters, you may see something that you find upsetting. 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 might be best not to register for access at this time.

Misunderstood or hard to understand 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 send us Patient Access message requesting 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.