

How will other people be prohibited from seeing my record?

To view your online Record you have to identify yourself with passwords and PINs that only you know. Unless you reveal this information to someone else you will be the only person able to access your medical record via the online system.

What if I find an error in my medical record or if I see someone else's medical information?

If you find any errors or missing information in your medical record you can tell the medical records administrator. She will ask the Practice Manager to contact you. She will correct the error or refer your query to a GP .

If you see someone else's medical information you should immediately exit from the system and inform the practice staff.

I would like to view my children's records

Each person must usually fill in their own questionnaire. Until they are of an age when they can make decisions for themselves, you can apply to view their records by filling in the consent form for a child or dependent.

Remember the age at which children are deemed to be able to make their own decision can vary greatly

What are the advantages and disadvantages of medical record access

The patient has an active role in their own healthcare

You can see the results of your tests/investigations

You may be in another country and taken ill. You can decide to allow the doctors to access your medical records

If you wish and only if you wish, you can share your records with a carer or relative

You can save time by checking your record for blood results and X rays

You can check information about medication and results by clicking on the blue "i" signs

You may find information in your history you want to put to the back of your mind but are now confronted with

You may read bad news before the Doctor does

In either case, ring the surgery and ask for a telephone consultation or ring NHS Direct

If you are prone to worry don't look at any results, wait until the surgery opens. Remember if you did not have access to your record you would not have known the results until a doctor was available

Remember to log out of the system when you are finished

Forgotten your sign in details?

You can use the Forgotten Password and Forgotten User ID features to help recover your details. Please note: Your practice must have your e-mail address and mobile number stored in your records to use these features.

Please note that medical records access is a system still in the process of development by our clinical system supplier. It is not a contractual obligation for GP Surgeries to provide this access.. It may not work perfectly all of the time.



Manor House Surgery : Glossop & Hadfield

Viewing Your Medical Records Online

The surgery has a clinical system (EMIS Web) that, through a website, allows patients to easily and quickly view their electronic medical information held about them by their GP Practice.

The information is easy to navigate and has links to other resources such as patient information leaflets about diseases, tests, investigations, support groups and medications.

There are also links to websites such as NHS Direct Online and Patient.Co.Uk where you can find additional information to help you understand and educate yourself about what you read in your health record.

www.patient.co.uk

www.manorhousesurgery.co.uk

FAQs about Medical Record Access

Registering to see your medical record online

You will need to be connected to the Internet and have a PC with a web browser such as Internet Explorer (version 6 or later)

You will need to understand what the system does, what your responsibilities are and how your data is stored.

You need to think about and fill in the Access to Medical Records questionnaire to demonstrate your understanding of being able to have online access to your medical record.

You will need to sign a consent form before you start using the system.

Bring your consent form and your questionnaire with you to the surgery
Please bring proof of identity too—ideally a passport or photo driving licence.
(You may already have submitted proof of your identity for online booking of appointments. However, for security purposes, the administrator will need to check this again).

You will need to give the surgery an upto date e-mail address and mobile number

Your records will need to be checked. By the records administrator. This will take up to 10 working days.

Occasionally you may be asked to discuss the contents of your record with a doctor before gaining your own full access.

Any data held by the practice concerning you is subject to the regulations laid down in the Data Protection Act (1998). The consent is between you and the practice.

After 10 working days you will have access to your record using your password

Viewing your medical record

Go to www.patient.co.uk or www.manorhousesurgery.co.uk Assuming you have already created your account for access to online booking, choose Emis Access and “view medical record”. You will be prompted to enter your password that was given to you by the practice administrator when you registered at the surgery for access to your medical record.

When you have been correctly identified, the system will allow you to view parts of your medical record. There is an online help section to help you use the system.

What can I see on the Online Medical Record Viewing System?

The system allows you to view the following areas of your medical record:
A summary that gives you the most important and recent entries in your health record.

Consultations including: date, GP seen, reason for visit, history, examination, outcome, investigations etc.

Medical record showing diagnoses, investigations and procedures

Allergies.

Patient information leaflets linked from the diagnoses in the medical record section.

Results showing all investigations such as blood results, liver tests, blood pressure etc.

Vaccinations.

Medications.

Letters to and from the GP. Occasionally these are not accessible. This is a software fault of our clinical system supplier and we are unable to do anything about this at present

Why have an Online Medical Viewing System?

This practice believes that it is important for improved patient care and learning that you are involved in your healthcare as much as possible.

‘Patients have the right to see their medical records, though in practice much communication between professionals is not available to the patient concerned. Patients often do not know why they are being referred or what is being said about them’ The NHS Plan.

Advantages to you, the patient:

No queuing to get results.

You can check the accuracy of your medical record.

It empowers you to become more involved in your medical care.

Where is my confidential medical information held whilst I am viewing my Online record and who has access to it?

The information you view on the online system comes from the clinical system in your GP practice. Portions of this information are encrypted - this means it is very difficult for someone else to intercept and read the information.

Your information is securely sent from the GP system to your PC web browser.

None of the medical information that is shown on the online system is held permanently on any computer except the computer which holds the original data in the GP practice.

When you log off from the online system or if a problem occurs with your computer, for instance a power failure, all your confidential medical information is cleared from the online system.