

Patient Access to Online Services



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We would like you to read and understand the following information before applying for online services:

What are Online Services?

SystemOnline is an online service where you can book appointments, request repeat prescriptions and look at certain elements of your medical records. Before you can begin using these online services, we need you to register for them.

What happens now?

You will need to come into the surgery with a form of photographic ID, such as a valid passport or driving license, as well as the completed application form (this can be found in our '**Patient Forms**' section of the website entitled 'On-Line Access Request Form'). Copies of these will be scanned into your notes.

- Existing SystemOnline users:

Once your Identification has been accepted, you will be granted access as requested. NB. Access is granted from the date of application.

- New SystemOnline users:

You will be issued with a username and password - please ensure that these details are kept safe. You now need to visit <https://systmonline.tpp-uk.com> or via our website www.hathawaysurgery.co.uk and use these details to log in. When you log in for the first time, you will be asked to change your password to something which is memorable to you.

It will be your responsibility to keep your login details and password safe and secure.

Access will be granted **from the date of application**. The surgery has the right to refuse any application.

If you know or suspect that your record has been accessed by someone that you have not agreed should see it, please notify us as soon as possible. You should also change your password immediately.

If you decide to print any information from your record, it is your responsibility to keep this secure. If you are worried about being able to keep copies safe, we recommend you do not make copies at all.

Can I have access on behalf of my children?

Parents/guardians can have access to online services on behalf of any children under their care until their 11th birthday. On this date, access to the patients account will automatically be removed.

Access may be reinstated if the child's GP believes that proxy access would be in the child's best interests.

From 11-16 a parent with proxy access will be able to manage certain elements of their record, such as making future appointments and ordering repeat prescriptions. They will not be able to see the young person's appointment history or clinical record.

On their 16th birthday, the system will remove the remaining proxy access except where the young person has given explicit consent to this access.

I care for someone; can I have access on their behalf?

Access to another patients' record may be granted if they have completed and signed a consent form, and it has been deemed in the patient's best interest to do so.

Access to patient records

We, as a surgery have the right to remove online services for anyone that does not use them responsibly. For example patients with a history of missing appointments (without prior cancellation), will not normally be granted access to online appointment booking however other facilities may be considered.

Our surgery will not tolerate misuse of the online system in any way, and will be regularly monitored. Where it is considered that a patient is misusing the system a warning letter will be issued. If the situation does not improve, or re-occurs, access will be removed permanently and without further notice at the discretion of the partners.

Being able to see parts of your record online can help to manage any medical condition(s) you may have. You will also be able to access it should you require medical treatment outside of the UK.

What do I do if there is a problem with my medical information?

If you find any errors or missing information, please contact the surgery highlighting your areas of concern. These will be considered by your GP who will either invite you to book an appointment to discuss, or amend your record as appropriate.

Before you apply for online access to your record, there are some other things to consider:

Abnormal results or bad news

If you have been granted access to test results or correspondence, you may come across some information which could be distressing. This may occur before you have had a chance to speak to your doctor, before a clinician has had a chance to review them, or while the surgery is closed.

Choosing to share your information with someone

It is your choice whether to share your information with others, but it is also your responsibility to keep your information safe and secure.

Coercion

If you are worried about having to reveal details from your patient record to someone else against your will, it is best not to register for online access.

If you think this has already happened, please contact the surgery ASAP who will take the next course of action.

Misunderstood information

Your medical record is designed to be used by clinically trained professionals. You may come across medical terminology and acronyms which can be difficult to interpret. If you have any concerns, please contact the surgery.

Information about someone else

If you notice something in the record that is not about you, or notice any other errors, please log out of the system immediately and contact the surgery as soon as possible.