

## Patient Access Leaflet

This leaflet has been given to you because you have requested access to part or all of your medical notes and records. We want to explain to you about how we will respond to your request, and give you some information that might help you.

### **What happens when you request access to your medical records?**

- Under some European regulations known as GDPR, you are entitled to access any data we hold about you, and you are entitled to access it free of charge (unless you make excessive requests).
- All of the data we hold about you is confidential, and we therefore take every precaution we can to protect it and keep it safe.
- When you request access, the first we need to do is make sure you are who you say you are, so you will be asked to attend the Health Centre with photographic proof of identity.
- Once that is done, we will check with your GP that there is no valid reason to decline your request. (A valid reason might be a legal or medical reason.) We will then offer you online access to your medical records. We find this is much the best option for our patients as they can access their records as and when they want to, and as many times as they want to, without having to make any requests to us.
- It is also very helpful to us, as it means we don't have to divert unnecessary resources to providing copy records.
- Once you agree to have online access, we will help you to get set up and make sure you get the access you need. This will again mean you coming down to the Health Centre again with some photographic proof of identity, and we will then provide you with a login and password.
- **It is important that you do not share your login and password with anyone else. Your records are confidential so make sure you do not allow anyone else to read your record whilst you are. Please also make sure that you have good online security. If you are worried that someone else will try to force or trick you into accessing your record then please tell us.**
- Initially you will be able to see details of your vaccinations, your allergies and your medications. If you want to see more of your medical record, then your GP will need to consent to that so we suggest you arrange to speak to them about it first.

### **What are the advantages of getting online access to your medical record?**

- Obviously speed and ease – you can access what you want when you want
- You become more involved with your own healthcare
- You can check things are accurate – if they're not tell us, and we will change them
- You get a better understanding of what the medics involved in your care are thinking
- In addition, you are freeing up our resources, so they can be better used for the benefit of all of our patients.

### **Are there any disadvantages?**

Possibly. These could include:

- You may read something that was written about you that you disagree with or which upsets you. If that happens, please talk to your GP
- You may find some of the things are a little difficult to understand. There are some help options in the system, but again you can speak to your GP
- You may find errors or omissions. Again if that happens, it is important that you tell us, so we can sort it out.
- Please also forgive us if the grammar is poor or there are spelling errors. Please remember that all of our staff are human, and that we have to work at speed and under pressure. We apologise if you do find any errors.

### **Legal responsibilities**

Under the GDPR, you also have some responsibilities if you have online access to your medical record. These include:

- Keeping your passwords safe and secure (and it is probably best not to use auto-fill options)
- Ensuring other people aren't able to see your screen or your keyboard when you are using online access
- Logging out properly after an online viewing session
- Making sure your phone or computer has an up to date browser and security software

Unfortunately we cannot be responsible for any data breaches caused by your use of the online access system

### **Questions**

If you have any questions, please call the practice on 0117 969 5391 or e-mail [hhcdpa@nhs.net](mailto:hhcdpa@nhs.net)

*PLEASE NOTE: the information in this leaflet only applies to you when you personally request access to your medical record. If someone else applies for access on your behalf, then different rules apply.*