

Consent to proxy access to GP online services

What is proxy access?

Patients may choose to use online services for appointment booking, ordering repeat prescriptions or access to their records. They may choose to share their account credentials with family, friends and carers (including a care home), but there are risks associated with doing this. Proxy access is the recommended alternative to sharing login details. With proxy access, a named representative is given their own set of login details to access the patient's records.

Note 1. Parents may request proxy access to their children's records. This will cease automatically when the child reaches the age of 11.

Note 2. If the patient does not have capacity to consent to grant proxy access, and proxy access is considered by the Practice to be in the patient's best interest, section 2 of this form may be omitted.

Section 1 – Patient details / access request

Name		Date of birth	
Address		Telephone	
		Email	
Postcode			

Access requested:	
Online appointments booking / prescription management	Yes / No
Full online access	Yes / No

Section 2 – Patient request

I give permission to my GP practice to give the following people proxy access to the online services as indicated above:

.....

- I reserve the right to reverse any decision I make in granting proxy access at any time.
- I understand the risks of allowing someone else to have access to my health records.
- I have read and understand the information leaflet provided by the practice.

Signature of patient	Date
<p>Please bring this completed form to the surgery with 2 forms of ID [passport or driving licence and utility bill or bank statement]</p>	

For practice use only – patient

Identity verified by	Date	Method of verification:	<ul style="list-style-type: none"> ▪ Personal vouching [known to you] ▪ Photo ID and proof of residence 	Yes / No Yes / No
ID documents need only to be SEEN		---	they do NOT need to be photocopied	

Section 3 – Patient representatives

- I/we wish to have online access to the services ticked in the box above for the patient named in section 1.
- I/we understand my/our responsibility for safeguarding sensitive medical information.
- I/we understand and agree with each of the following statements:
 - ✓ I/we have read and understood the information leaflet provided by the Practice
 - ✓ I/we agree that I/we will treat the patient information as confidential
 - ✓ I/we will be responsible for the security of the information that I/we see or download
 - ✓ I/we will contact the Practice as soon as possible if I/we suspect that the account has been accessed by someone without my/our agreement
 - ✓ If I/we see information in the record that is not about the patient, or is inaccurate, I/we will contact the Practice as soon as possible and will treat any such information as being strictly confidential

Signature		Signature	
Surname		Surname	
First name		First name	
Date of birth		Date of birth	
Address		Address	
Postcode		Postcode	
Email		Email	
Telephone		Telephone	
Relationship to patient		Relationship to patient	

For practice use only – patient’s representative

The patient’s NHS number		The patient’s practice computer ID number	
Identity verified by (initials)	Date	Method of verification: <ul style="list-style-type: none"> ▪ Personal vouching [known to you] ▪ Photo ID and proof of residence 	Yes / No Yes / No
ID documents need only to be SEEN		--- they do NOT need to be photocopied	
Proxy access authorised by		Date	
Date account created/amended		Date PIN sent	
Account status			
LIVE		ACTIVE	

Information for patients seeking access to GP online services

Practices are increasingly enabling patients to request repeat prescriptions and book appointments online.

Some patients may simply want to book appointments online or order repeat medications. Other patients might want to access more detailed information, eg allergies, test results or clinical letters.

Greater access comes with risks that need to be considered and these are outlined in this leaflet. You will be asked that you have read and understood this leaflet before consenting and applying to access your records online. The Practice will also need to verify your identity.

Please note:

- 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 cannot do that for some reason we recommend that you contact the Practice so that they can remove online access until you are able to reset your password.
- If you print out any information from your record 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.
- The Practice may not be able to offer online access for a number of reasons such as concerns that it could cause harm to physical or mental health, or where there is reference to third parties. The Practice has the right to remove online access to services for anyone who does not use them responsibly.
- Proxy access to a child's record by a parent will automatically cease when the child reaches the age of 11.

Key considerations

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news

If your GP has given you access to 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 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.

Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will it is best that you do not register for access at this time.

Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure that you received 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 contact the surgery for a clearer explanation.

Information about someone else

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

More information

For more information about keeping your healthcare records safe and secure, search online for 'Protecting your GP online records Patient Guide'.

Proxy access on behalf of children and young people

1. When someone requests online access to a child's record, it is essential to establish that they have parental responsibility and right of access to the child's record.
2. Parent and carer access should not inhibit recording of safeguarding concerns in case in abuser will become aware that abuse has been detected. Such date should be redacted where the computer system has the functionality to do so, so that it is not visible online.
3. On the child's 11th birthday, GP computer systems will automatically restrict the scope of existing proxy access. Parental proxy access may be reinstated if, after discussion with the parent(s) requesting access, the child's GP believes that proxy access would be in the child's best interest.
4. From 11-16, a parent with proxy access will be able to manage certain elements of the young person's record, such as demographic data, and make appointments and order repeat prescriptions, but they will not be able to see the young person's past appointments or clinical record.
5. On the young person's 16th birthday, the systems will switch off all the remaining proxy access except where the young person is competent and has given explicit consent to the access.

Proxy access on behalf of a persons with dementia

1. If you care for someone with dementia, using their GP online services could help you manage their GP appointments and repeat prescriptions. It can also help you by acting as a record of the appointments, prescriptions and test results that they have had previously.
2. However, in order to set up an account with your GP's online services, you must be named a 'trusted person' by the person and their GP. Your GP might refer to this as 'proxy access'. To set up 'proxy access' or be named as a trusted person you will need the person's consent.
3. A person with dementia can give their consent, while they are considered to have capacity to do so, under the Mental Capacity Act. A person is considered to have capacity if they can understand the information relevant to the decision, retain that information, and then use or weigh up that information as part of the process of making the decision. Your GP can advise you about the person you care for and their capacity.
4. Dementia is a progressive condition, meaning that it usually gets worse over time. As a person's dementia progresses, they may get to a stage where they no longer have capacity to make some decisions. It might be possible for you to be named a 'trusted person' by the GP without the person with dementia's consent. It helps if you have already been granted a Lasting Power of Attorney for health and welfare, but this is not a guarantee. It is a good idea to talk to the GP about being named a 'trusted person' as early as possible, preferably while the person with dementia has capacity to consent.
5. In order to apply to become a 'trusted person' the person with dementia will be asked to fill in a form that you get from your GP surgery. You can help them to fill this in, but it is very important that they sign it themselves and are considered to have the capacity to make the decision to appoint you their trusted person. Your GP can advise on this.