Online Access to medical records

Patients are able to have access to their medical records online through patient services. This will enable the patient to access online contact forms, order repeat prescriptions and have access to all medical records.

For a patient to gain access they will complete the application to online access form on the practice website <https://www.online-consult.co.uk/org/thamesmead-medical-associates/start/1597/4064> Reception supervisor will contact patients for photo ID, this can be either face to face or virtual.

Access is given straight away for use of online contact forms and requesting repeat prescriptions. Access to medical records will be given after 2 weeks once this has been reviewed by reception supervisor.

Proxy access

A parent, guardian or carer can request access to a patients records online by completing the form online on our online consult portal. <https://www.online-consult.co.uk/org/thamesmead-medical-associates/start/1635/4129>

**What is proxy access?**

Proxy access refers to access to online services by somebody acting on behalf of the patient and usually with the patient’s consent. Before the practice can provide proxy access to an individual on behalf of the patient the law requires us to satisfy ourselves that the person has the explicit informed consent of the patient or some other legitimate justification for authorising proxy access without patient consent (See note 1 overleaf)

Online services available include accessing online contact forms, ordering prescriptions and viewing medical record.

The proxy user does not have to be a registered patient at the practice, The proxy user will always log on using their own login credentials.

The practice may refuse or withdraw proxy access, if they judge that it is in the patient’s best interest to do so.

**Who can gain proxy access?**

* A parent or guardian who has legal responsibility for patients who are under 11 years old.
* A parent or guardian where a patient is age between 11 and under 16 who has given permission.
* A parent or guardian who has legal responsibility for a patient age between 11 and under 16 where a GP has assessed that the patient is not capable of making their own decisions about medical health
* A carer for an adult patient (16 years and over) and has given permission.
* In cases where the patient does not have capacity to consent, the GP can decide that it is in the best interests of the patient for a representative to have proxy access, these will be considered on a case- by case basis.

# Access to children's records

* **Age under 11**- parents or guardians with legal responsibility may have access to their children’s record provided that the appropriate identification checks for parent and child are completed and approval given by Reception Supervisor. ***Services available: Accessing online contact forms, ordering prescriptions, access to full medical records.***

On a child’s 11th birthday, proxy access will be turned off. This is a national standard imposed by NHS England to protect the confidentiality rights of young people. This is so a clinician can assess whether or not the patient is competent to manage their own account. The proxy user will be notified of this by automatic email 3 months prior to the patient's birthday.

A new application will need to be made with the consent of the child to either renew the proxy access or apply for their own access. Access will only be given with the approval of the Reception Supervisor.

* **Ages 11 to under 16**- it is understood that children will become competent to understand and give consent to others having access to their records. They may also be deemed competent to have access to their own record. All requests for online access either for proxy access or for a young person will require approval by the Reception Supervisor. ***Services available: Accessing online contact forms, ordering prescriptions, access to full medical records.***
* **Ages 11 to under 16(without capacity to consent)** Following GP assessment proxy access may be granted if the GP feels it is in the best interest for the patient for proxy access to be given. ***Services available: Accessing online contact forms, ordering prescriptions, access to full medical records.***

On the patients 16th birthday proxy access will be turned off and the patient will need to apply completing the form online on our online consult portal. <https://www.online-consult.co.uk/org/thamesmead-medical-associates/start/1597/4064>

An automatic email will be sent to either to the patient or proxy user (parent/ guardian) 3 months prior to the patient’s birthday to inform them of the change.

When our GPs are considering the application for proxy access the Gilick competence and Fraser guidelines will be followed.

# Identity verification

Applicants for proxy access must have their identities verified in a face- to face or virtually

Where proxy access is requested with the consent of the patient, the identity of the person giving consent must be verified too either face to face or virtually.

# Reviewing proxy access

Where proxy access has been granted with the consent of the patient the proxy access will be reviewed or withdrawn at the request of the patient. It will also be reviewed if the patient loses capacity to give consent unless the patient consented before they lost capacity to an enduring proxy access that would continue after they lost capacity.

Where proxy access was enabled on behalf of an adult patient who lacks capacity this will be reviewed should there be a change in capacity resulting in the patient re- acquiring capacity.

# Refusing proxy access

If a GP or other health professional suspects that a patient is being coerced to give proxy access they will attempt to establish the true position with the patient. If after discussion with the patient there are still grounds for suspicion that the patient is not giving access freely then the GP will advise the patient that they are not going to authorise proxy access.

Proxy access will not be granted after discussion with the patient if:

* Practice staff members believe a patient under 16 is competent to make decision on access but the child has not given consent for proxy access to the person who is seeking it.
* There is a risk to the security of the patient’s record by the person being considered for proxy access.
* The patient has previously expressed the wish not to grant proxy access to specific individuals should they lose capacity, this will be recorded in the patient’s record.
* The patients GP judges that it is not in the best interests of the patient.

# Applying for proxy access

A ‘Consent to proxy access to GP Online Services’ form must be completed this is available from our website. <https://www.online-consult.co.uk/org/thamesmead-medical-associates/start/1635/4129>

Reception supervisor will contact patients for photo ID, this can be either face to face or virtually, both the patient and proxy will need to show ID.

For applications under 16 we require the following identification. Birth certificate or passport for patient and passport or driving licence for the proxy representative.

The completed form will then be processed and approval will be obtained by the Reception Supervisor before access is given. The reception supervisor can get GP support when it is required.

# Note 1

**Legitimate reasons for the practice to authorise proxy access without the patients consent include:**

* The patient has been assessed as lacking capacity to make a decision on granting proxy access and has registered the applicant as a lasting power of attorney for health and welfare with the Office of the public Guardian.
* The patient has been assessed as lacking capacity to make a decision on granting proxy access and the applicant is acting as Court Appointed deputy on behalf of the patient.
* The patient has been assessed as lacking capacity to make a decision on granting proxy access and in accordance with the Mental Capacity Act 2005 code of practice the GP considers it in the patient’s best interests to grant the access to the applicant.
* The patient is a child (age 11- under 16) who has been assessed as not competent to make a decision on granting proxy access.

Appendix 1

**Consent to proxy access to GP online services**

# Section 1:

|  |  |
| --- | --- |
| 1. Accessing online contact forms |  |
| 2. Online prescription management |  |
| 3. Full medical records |  |

**Section 2:**

I/we…………………………………………………………………………….. (names of representatives)

wish to have online access to the services ticked in the box above in section 1

for ……………………………………….……… (name of patient).

I/we understand my/our responsibility for safeguarding sensitive medical information and I/we understand and agree with each of the following statements:

|  |  |
| --- | --- |
| 1. I/we have read and understood the information leaflet provided by the practice and agree that I will treat the patient information as confidential |  |
| 2. I/we will be responsible for the security of the information that I/we see or download |  |
| 3. 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 |  |
| 4. 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. I will treat any information which is not about the patient as being strictly confidential |  |

Signature/s of representative/s

Date/s

**The patient** (This is the person whose records are being accessed)

|  |  |
| --- | --- |
| Surname | Date of birth |
| First name | |
| Address  Postcode | |
| Email address | |
| Telephone number | Mobile number |

**The representatives** (These are the people seeking proxy access to the patient’s online records,

Online contact forms or repeat prescription.)

|  |  |
| --- | --- |
| Surname | Surname |
| First name | First name |
| Date of birth | Date of birth |
| Address  Postcode | Address (tick if both same address )  Postcode |
| Email | Email |
| Telephone | Telephone |
| Mobile | Mobile |

# Section 3: Only to be completed if the patient is 11 years and over.

I,………………………………………………….. (name of patient), give permission to my GP practice to

give the following people ….………………………………………………………………..……………..

proxy access to the online services as indicated below in section 1.

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

# Section 4: Approval for patients that lack mental capacity i.e. Last powering of Attorney, Court of Protection order, best interests, child aged 11-16 not competent

# Confirmed by GP – Name and Date –

Comments -

\*\*You will be able to view the patient details via your online services within 14 days \*\*

**For Practice Use Only**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| The patient’s NHS number | | | | |  | |
| Identity verified by (initials) | | Date | | | Method of verification  Photo ID  | |
| Proxy access authorised by | | | | | | Date |
| Date account created | | | | | | |
| Date passphrase sent | | | | | | |
| Level of record access enabled | | | | | Notes / comments on proxy access | |
| Contractual minimum | | | √ |  |
|  | Other…………………… | | |