

Records Access

An introduction for patients and clinicians



Online Electronic Health Record Viewing System

'Empowering and Educating Patients'

Patient Information Leaflet

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An open relationship with doctor & patient sharing care decisions



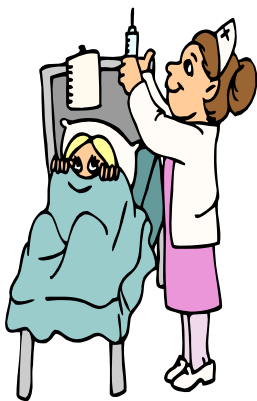
Holidays



Seeing a consultant



TIME



Receiving care in your home or may be a relative in a care home

MEDICAL RECORDS



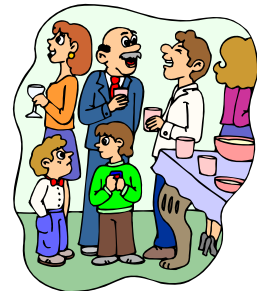
Can you relate to any of these situations?

If so ask for an information pack

Many patients now access their own medical records via the internet.

This includes an on online service to order repeat prescriptions

(This service is available whether you choose to access your medical records or not)



Want to share information with relatives in another part of the world



Emergency

Accident or just taken ill and admitted to hospital

It's FREE !

But you do need to register



Dear Patient

Please don't be put off by the size of this pack. It has been prepared to help you make your decision regarding access to your medical records in the privacy of your home. The original pack was put together by Dr Amir Hannan, a GP in Hyde. We have adapted the pack for our surgery but a lot of the video material on line is Dr Hannan's and well worth looking at.

The pack is yours to keep.

One method is suggested below but feel free to try it any way you want.

1. Read the leaflet "Empowering and Educating Patients" (pages 7-8)
2. Watch the on line video by Dr Hannan at <http://recordaccess.icmcc.org/?p=1123> (or see pages 9-10 which provides the URLs for a series of videos on You Tube)
3. Read through the leaflet "Advantages/Disadvantages" (pages 11-13)
4. Read the leaflet "Passwords" which helps you to devise a safe password (page 15)
5. If you wish you can use the information from the leaflet "Live Record on Our Test Patient". (This will enable you to go on line and use a working sample record – but please note that we use this test record to train staff on coding and so there are lots of strange diagnoses and consultations in the record). (page 14)

Decide if it is for you and other members of your family. Remember if you choose not to have access to your medical records you can register for on-line repeat prescriptions only. In that case just let the receptionist know. You do not need to hand in the questionnaire.

If you decide to go-ahead with 'Records Access' then complete the questionnaire making sure you fill in the details and sign the consent on page 21 and the form with the password for access to your actual medical record on page 22. Each person must fill in their own questionnaire and consent forms (additional copies can be obtained from reception or downloaded from www.galletly.co.uk/docs/accesspack.pdf). If you wish you can download a copy from our website so you can then print out as many copies as you need. **Remember it is not a test so it doesn't matter if you all answer the same but each person must sign their own.**

The other leaflets are for information once you have access to your records including a Glossary of Terms (to help translate some of the shorthand clinicians' sometime use) (page 14). What help is available to help you understand your health better (page 15) helps to guide you on what to do if there is something you do not understand and wish to have some help.

Enjoy yourself and remember if you need to contact us then email Julie Smith on access@galletly.co.uk with any further questions or you can leave your name and contact details with Reception.

EMPOWERING AND EDUCATING PATIENTS - Online Health Record Viewing System

This practice is piloting a system that allows you to view your medical record using a personal computer (PC) and the internet. This leaflet explains what the system is and how you can use it. Before you can begin using the Online Electronic Health Record (EHR) viewing system we require you to register and consent to use the system in the GP practice.

What is the Online EHR Viewing System?

- The system is a website that allows you to view your medical record over the internet from a PC. It allows you to easily and quickly view the electronic medical information held about you by your GP Practice.
- The information is presented to you in a format that is easy to navigate and offers you links to resources such as patient information leaflets about diseases, tests, investigations, support groups and medications etc. There are also links to websites such as NHS Direct Online and Patinet.co.uk where you can find additional information to help you understand and educate yourself about what you read in your health record.

Registering and consenting to use the EHR Viewing system

- To be able to use the system you must have a PC with a web browser such Internet Explorer (version 6 or later) and have a connection to the internet.
- You must also register with the practice and sign a consent form before you start using the system. Before you sign the consent form you should be happy that you understand what the system does, what your responsibilities are and how your data is stored. When you have had enough time to understand this you should consent by signature and hand the consent form to your GP receptionist.
- Once you have consented you will be issued with a series of numbers that you must remember to allow you to access the system from any PC.
- 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 your GP Practice.

How do I use the Online EHR Viewing System?

- Using your PC web browser enter the web address www.patient.co.uk/surgery.asp and follow the instructions to sign up for and begin using "Emis Access".
- Once you have signed into "Emis Access" you must select the 'View Medical Record' section which will further prompt you to enter the password specifically assigned to allow you to view your online EHR.
- When you have been correctly identified the system will allow you to view the parts of your medical record as described below. Use the menu and links to view each area of your medical record. There is an online help section to help you use the system.

What can I see on the Online EHR 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, practitioner 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.

- The system also allows you to send messages to your practice using a system in EmisAccess.

Why have an Online EHR viewing system?

- There are many reasons to provide you with access to your medical information. A few of them are listed below:
- ‘We want to develop a culture of openness, honesty and trust; to ensure that patients have the information they need to make informed choices; and to enable patients to become equal partners with health care professionals in making decisions about treatment and care.’ This is the response to the Department of Health from the enquiry into the Bristol Royal Infirmary Enquiry.
- ‘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.
- This practice believes that it is important for improved patient care and education that you are involved in your healthcare as much as possible.

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 EHR 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) and 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 system.
- Using the online system does not allow any extra people to view your medical information other than the people who would normally have access to it in the GP practice.

How will other people be prohibited from seeing my record?

- To view your online EHR 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 use the messaging system (if your practice has enabled it) to send the practice a message or alternatively you can tell the receptionist or discuss it with your GP. If you see someone else’s medical information you should immediately exit from the system and inform the practice staff.

What if I don’t want to register to use the Online Access System?

If you do not want to register to use the On Line Access System you can still use all the practices’ services exactly as before. Your decision not to register will not affect your treatment or your relationship with your GP practice in any way.

REMEMBER TO LOGOUT FROM THE SYSTEM WHEN YOU ARE FINISHED.

Introducing Records Access on You Tube

Dear patient / clinician

I am a General Practitioner in Hyde, Tameside & Glossop PCT (East Manchester) and a member of the Records Access Collaborative. I have enabled patients to access their full GP held record over the internet for the past 6 months and have now successfully recruited over 150 patients for this purpose.

Initially I held a series of meetings once a week where patients wanting to access their medical records were invited to a lecture on what Records Access is, what the benefits are, what some of the issues are and how we are locally trying to overcome them. One important aspect is the local Care Record Development Board which advised clinicians, patients and the local health and social care organisations on aspects of "records access". One of my patients, Yvonne Bennett, then also started talking about aspects of "Records Access" from a patient's perspective.

Up to 20 patients attended each of the meetings when there was an opportunity to raise questions and try to identify a way forwards. Following the meetings, patients were invited to sign up for records access after weighing up the pros and cons. This was well received and helped us all to gain confidence in the process. Most importantly it helped me to identify the main issues and also how they could best be resolved.

One big problem was for patients to attend the meeting and for me to present to an ever growing number of patients who wished to access their records. In an attempt to try to stream-line the process and enable patients to access the information at a time of their choosing and in the comfort of their own home, I produced a DVD. Patients were invited to take the DVD home to watch the different chapters on their TV sets. Following this, they were asked to complete a short questionnaire which ensured that they had considered the issues and felt comfortable with going ahead and signing up for the service.

However demand seemed to constantly outstrip supply of the DVDs and there was increased interest for the videos away from the practice around the country and around the world. Hence to continue to provide a seamless service for people around the world to gain consent for records access or to understand the issues as I describe them in my personal consent process, the videos have now been uploaded to *You Tube* for you to watch wherever you have internet access.

The following page lists all the videos that can now be viewed (including separately their URL). Each video lasts up to 6 minutes and can be viewed as many times as you like.

After you have watched the videos and read the consent leaflet, you may be in a position to complete the enclosed questionnaire and return them back to your GP if he / she is offering records access. Your answers will then help the practice to determine what the next steps ought to be. My experience is that most people are eligible for accessing their medical records so long as they understand the issues and are willing to accept the potential risks as well as the benefits.

If your practice does not offer records access and you are based in the UK then please ask them to get in touch with myself. If you live abroad or would like to know more then please see www.icmcc.org and click on "Records Access". Also click on "Blog" to see the world's first blog for members of the public, patients, clinicians, people in the system and system suppliers and see what others are saying about this.

I would be very keen to hear from you about the idea of "records access" and any further thoughts you may have to encourage its widespread adoption throughout the world. We have just set out on a journey of discovery. I look forward to you joining us as we try to help each other move forwards.

Dr A Hannan amirhannan1@yahoo.co.uk

Video	URL	Description
Introduction	www.youtube.com/watch?v=LW4OcgVyB4w	Introduction to Records Access and all the other videos
BP & Weight	www.youtube.com/watch?v=LIWUrV5M6Z4	A reminder that Records Access is not just about checking your records but also an opportunity for you to keep the record as current as possible by checking your BP and weight
What do we want you to do ?	www.youtube.com/watch?v=thMGogHKzek	
The benefits	www.youtube.com/watch?v=dI_jlr5WpMU	Describes the benefits of Records Access and why you should get it
Some issues (part 1)	www.youtube.com/watch?v=t3yF5ZZq9ME	Pilot project being main-streamed Glitches in the system Password protection Increased demand on a stretched service Internet not always reliable Mental health, children, foreign speaking patients
Some issues (part 2)	www.youtube.com/watch?v=EhuoVE0j8-g	Significant events eg termination of pregnancy
Some issues (part 3)	www.youtube.com/watch?v=q8xqJKmhUmo	Consultants may not be aware of the initiative You may now see letters before the doctor does
The BIG issues (part 1)	www.youtube.com/watch?v=jcAF0H5alho	News that you do not understand
The BIG issues (part 2)	www.youtube.com/watch?v=kPoNxBHd_T4	Unexpected bad news eg shadow on lungs on chest XRay
The BIG issues (part 3)	www.youtube.com/watch?v=wxxpXuVXUi8	Wrong letter in notes and children and record access rights
The BIG issues (part 4)	www.youtube.com/watch?v=VoamP_ttYR4	3 rd Party information and Special Consideration eg child protection and psychiatric notes
Patient – the advantages	www.youtube.com/watch?v=B9TEQW1cviQ	Patient's perspective on the advantages
Patient - WYSIWYG	www.youtube.com/watch?v=8fk_tzcHw-A	What else could WYSIWYG mean?
Patient - FAQs	www.youtube.com/watch?v=ZQU8OhK29Pg	Some of the Frequently asked questions that patients may have
Local Care Record Development Board	www.youtube.com/watch?v=_i-rN66_SCM	What is the local Care Record Development Board and how does it help to protect patients and clinicians
How can you help?	www.youtube.com/watch?v=pqEMW8ysCpg	What can patients do to help the system and clinicians
Next steps?	www.youtube.com/watch?v=DcYFNsq8jlg	What are the next steps?

Press [Control] on the keyboard and then click on the "Video" in the first column to watch the corresponding video. As you watch each video, the colour changes to show that you have seen it. Alternatively you can "copy and paste" the URL in your browser

The Advantages and Disadvantages from a Patient Perspective

Dear Patient

Having access to your medical records via the internet has proved to be very popular with many patients. Before signing for access to your records it is important that you look at both the advantages and disadvantages. You will need to use 2 passwords. The 1st is for ordering repeat prescription, checking and cancelling appointments only. The 2nd is to access your medical records and needs to be 8 digits which can be a mixture of letters and numbers. They are case sensitive so remember whether you used upper or lowercase. Remember the computer treats the letter O and number 0 as different characters.

Advantages 😊 (A patient's perspective)

GP/Healthcare The patient has an active role in their own healthcare and develops a good relationship with their GP and Practice. This is being backed up with the 'Choose-and-book' option where the patient can choose which hospital they would like to be referred.

Repeat Prescriptions These can be ordered via the internet whether you take advantage of the access to records or not. You must register for this service.

Results With access to your medical records you can check any results or letters

Holidays You may be in another country and taken ill. You may decide to allow the doctor access to your records (a personal decision). It might be that you forgot to order your repeat prescription and need it to be ready on your return. You can do this by using an internet café. You usually find such facilities in most holiday complexes. This has been tried very successfully from abroad.

Appointments Appointments at the Practice can be seen on screen and cancelled if you wish. If you are going to see a healthcare professional outside your area you can allow them to see your records online (if facilities exist) or print out the relevant information and take it with you. (The date will be on the bottom of the printout)

Community It might be that you are receiving care at home and it is necessary for latest results of tests to be known before treatment is given. You can check the results yourself or allow anyone else you see fit to do so.

Nursing Homes If a relative is in a nursing home, and you have been given access to their records, by monitoring the 'consultation' section you can monitor their care. Records of visits by doctors along with comments by the doctor will be recorded here. This could be done from anywhere in the world.

Relatives **Only if you wish** you could share all your records with relatives or just part by printing the part you wish to share.

Time For most people there is never enough time — doctors included. Much time can be saved by ordering repeats via the net. You can track the details and progress of your request before instructing the chemist to collect. Blood results, x-rays or letters can be checked. If they are normal it saves you time not having to travel to the surgery (can be lengthy & expensive if you don't have your own transport). It also leaves a free appointment allowing the doctor to see someone who is in need of an appointment.

Information You can easily check information about any medication prescribed by clicking on the **blue 'i'** button listed next to your medication in the list. This also includes information on how to take the medication such as 'on an empty stomach' or 'with food' etc which is not always available when you receive tablets in

bottles. You can check what results mean or check a condition and some help guidelines. There are links to support groups e.g. Diabetes UK.

Security It's as safe as internet banking ***IF*** you keep your passwords secure. You wouldn't leave your bankers card and pin numbers lying around (particularly at work) and then wonder how someone managed to withdraw money from your account. Don't leave your passwords where they can be found. This may also include at home if you don't want family members to view your records. Don't use obvious ones such as names, birthdays or anniversaries etc.

Disadvantages ☹

- **Forgotten History** There may be something in your history you don't want any family members to see. It might be information you had put to the back of your mind and are now confronted with it!
- **Bad News** You may read some bad news before the doctor has seen it.
- **Abnormal Results** Results may be abnormal and cause you to worry
- **X-rays** A chest x-ray may show a shadow and ? cancer

The alternatives are the same for all three.

What to do!

- **Ring the surgery and ask for a telephone consultation**

If out of hours

- **Don't look at the results if you are prone to worry**
- **Wait until the surgery opens before checking**
- **Speak with NHS direct**
- **Ring surgery for out of hours number**
- **Ring A&E only if you are really bad**

Remember had you not had access you would not have know the results until either the doctor/practice/contacted you or you rang for the results.

3rd Party Info You might want to tell the doctor something about your spouse/partner/child etc in confidence.

- If the doctor records the information and the patient then sees this it could cause problems.
- If the doctor doesn't vital information may get lost or forgotten
- The information may be malicious and again cause problems

Children When is a child not a child?

- Some may be 12 year old going on 20 while others could be 18 year old going on 10 year.
- At what age do they have their own passwords?
- What about a teenage girl who wants contraception but doesn't want the parents to know?

Unknown Issues There are many unknown areas that may arise at any time.

FAQ (Frequently asked questions)

Passwords?

- Case sensitive
- Difference between O or 0

- If you leave passwords lying around then no - it's not secure!

Identity Theft?

- No address or NHS or National Insurance number given on screen
- Only obtainable by reading letters

What if I mess it up?

- No matter what you click you can't alter it.
- You can cancel appointments
- You can order repeat prescriptions and you are given a chance to check it before submitting and can leave a message with your request

What if I am seeing a doctor and there is no computer in the room?

- It can easily happen. If you know you are going to see a doctor then take a print out with you. This could include any of their letters to your GP and any recent test results

What if the doctor I am seeing objects?

- Then be polite, and apologise
- You bought them to assist the doctor not antagonise them

What to Do Next

- Carefully weigh up the advantages against the disadvantages. Consider are there other issues that have not been answered for you?
- It's up to the individual to decide if they want access and not other members of the family.
- If you are seeing a solicitor regarding Power of Attorney for a relative it might be a good idea to ask the solicitor to include access to medical records.
- If any of the disadvantages are a problem for you then record access may not be for you. The treatment you receive or the relationship with your doctor will not be affected in any way. You could still use the online ordering of repeat prescriptions and cancelling appointment facilities.
- Being able to choose to have access to records is for the benefit of the patient and it is necessary to apply for such by filling in the questionnaire, consent and password form at the end of this information pack. You may wish to discuss this further with the doctor.

For more information please contact: Julie Smith access@galletly.co.uk or leave a letter for Julie Smith or Dr Pace at Reception along with any contact details.

It may not be possible for us to contact you immediately but contact will be made as soon as possible.

Live Record on a Test Patient

If after reading the advantages and disadvantages you are still interested, you now have a chance to go on line and see our test patient's records. This will give you an idea of the sort of things you could access.

First log onto www.patient.co.uk/surgery.asp - as this is only a test patient you do not need to register.

Under Appointments/Prescriptions click where indicated and you will then be asked to fill in the boxes

Practice ID	Number	Access	ID	Password
<input type="text"/>		<input type="text"/>		<input type="text"/>

Fill in the information below

Practice ID: 804

Access ID: 7

Password: test1est and then click sign in button

(The password is case sensitive)

You can then look at the medication.

Repeat Prescriptions

[Request a Repeat Prescription](#)

[See more details of your requests](#)

[List of your repeat medication](#)

Clicking on the underlined parts gives you a different window.

You can have this facility to order repeat prescriptions on-line whether you choose to have your medical records or not. At this point neither you nor anyone else could access your medical notes.

To Access the Medical Records

Your Medical Record

You can view a summary of [your medical record](#) here.

Click on the underlined part. You will then be asked to supply 2 randomly picked digits from an 8 digit password supplied by you.

In the test patient record this will be: 1=t; 2=e; 3=s; 4=t; 5=1; 6=e; 7=s; 8=t and then submit

(Make sure you use the letter 'O' and not the numerical '0' for digit 7 and they are case sensitive)

You can now access the medical records. You will be asked to confirm that you are who the person named on the screen. For this test case you can just click on confirm.

You can now look under the various sections by clicking on any of the following:

[Summary Record](#), [Consultations Results](#) [Letters](#) <https://access.e-mis.co.uk/PAERS/attach.asp> [Medication Record by Date](#) [Record by System Links](#)

It is important that you sign out particularly if anyone else uses the same computer!

Creating Your Own PASSWORDS

Create a good (strong) password:

Include both uppercase and lowercase letters (case-sensitive) if you have a good memory or just 1 case if not.

Include both letters and numbers (alpha-numeric but not birthdays).

Do not include your login name, a.k.a. username, in any form (as-is, reversed, capitalized, doubled) or any other name.

Avoid words that can be found in a dictionary (including foreign and technical dictionaries) these includes names.

Do not use a password that has been given as an example of a good password.

Create an easy to remember password:

One possible way to pick a good password is to make up your own acronym. Create a phrase that has meaning to you and pick the first letter of each word. Make sure your phrase has numbers in the middle. A combination of numbers and letters is harder to guess or crack with a computer program.

For example:

"I love to shop for sandals in the Spring." (**I12s4sitS**)

12 x 12 are 144 (**12x12r144**)

"I'm going to work out 3 times a week." (**Ig2wo3taw**)

"Last summer I caught a 30 inch striped bass." (**LsIca30isb**)

I married a lazy slob which seems like 90 years ago (**imalswsl90ya**)

My password needs to be 8 letters long (**mpntb8ll**)

A similar method is to take out all the vowels from a short phrase.

For example:

"I work 8 hours a day." (**wrk8hrsdy**)

Glossary of Terms

BMI	Body mass index
BMR	Basic metabolic rate
C/O	Complaining of
C ₂ H ₅ OH	Alcohol
CHD	Coronary Heart Disease
CN 2-12	Cranial nerves 2-12 — a way of describing nerves in the head and neck
COPD	Chronic obstructive pulmonary disease
DP	Dorsalis Pedis — one of the pulses in your feet
ECG	Electrocardiogram
eGFR	Estimated Glomerular Filtration Rate — an estimate of kidney function
ENT	Ear, nose and throat
FBC	Full Blood Count — blood test checking haemoglobin level, white cells & platelets
FROM	Full range of movement
FU	Follow up
IHD	Ischemic Heart Disease
LBP	Lower back pain
LFTs	Liver Function Test — an indication of how your liver is doing
LIGS	Ligaments
MAP	Morning after pill or mean arterial pressure
Med 3	A sick note from the date of the signature — should state cause & how long it lasts
Med 4	Another type of sick note
Med 5	A sick note that has been backdated
MI	Myocardial infarction or “heart attack”
MSSU or MSU	Mid stream specimen of urine (Mid stream urine)
MVA	Motor vehicle accident
NAD	Nothing abnormal detected
NSAID	Non-steroidal anti-inflammatory drugs

O/E	On examination
PRN	As required
PT	Posterior Tibial pulse — another pulse in your feet
Pt	Patient
R/V or RV	Review
R/V 1/12	Review in 1 month
RV 1/52	Review in 1 week
R/V 3/7	Review in 3 days
Rx	Treatment
Sn	Sick note — same as med 3
SOB	Shortness of breath
Sx	Symptoms
TATT	Tired all the time
TFTs	Thyroid function test
TIA	Transient ischemic attack — often referred to as a mini stroke
TOP	Termination of pregnancy
U&Es	Urea & electrolytes — blood test checking the salt & kidney function in your blood
USS or U/S	Ultrasound scan
UTI	Urinary tract infection

If you come across any abbreviations that you do not understand please contact Dr Hannan who will explain them to you and also add to this list for others to benefit from it too.

Or you could try the web site below which may be helpful.

<http://www.pharma-lexicon.com>

What help is available to understand your health better ?

The practice

It might sound like the obvious but we are here to help you understand your health better. We have the added advantage of knowing your personal circumstances better and helping to understand what these mean for you. You can contact the practice any time day or night. However please note that the practice is under incredible pressure to meet the day-to-day needs of patients. We will contact you if there is something urgent. We have a good track record for providing an excellent service. It would help us a great deal if you can try some of the other forms of help described on this page or leave a message for someone in the practice to contact you or to make a routine appointment with the doctor or nurse rather than insisting on seeing someone immediately unless it is something that is very urgent. Your co-operation in this matter would be greatly appreciated. We do not wish to raise expectations beyond what we can deliver.

If we are shut, you will get an answering machine with the telephone number for the *Out-of-Hours* service. There is always a doctor or nurse available. But remember the out of hours service do NOT have access to your medical records. You may have to read out or show them what you can see on your computer screen!

NHS Direct. 0845-4647 or www.nhsdirect.nhs.uk

The NHS Direct portal gives good quality general advice about your health. It is available 24 hours a day 7 days a week and is a good alternative place to contact if you are unable to contact the practice. We recommend this be the first place you look for information about your health if there is something you do not understand and cannot wait for the practice.

www.patient.co.uk

This is a web-portal which gives you access to other web-sites on almost any health related problem. This is usually a good place to start if you want to know more about a condition that you suffer from.

www.besttreatments.co.uk

This is a web-site that has been designed for members of the public to know the best treatments for common conditions.

www.labtestsonline.org.uk

This is an excellent web-site which describes different blood tests that you may have and what they mean.

www.foldercare.co.uk

This is a web-site that has been designed by patients for patients. It has a number of interesting papers on patients accessing their medical records over the internet and some of the latest thinking on the subject. Well worth a read if you would like to delve deeper and learn a little more.

www.usercare.info

This has also been set up by patients for patients and tries to make sense of where "records access" fits in with life and what people are trying to do. This is a web-site that is still being developed and has not been officially "launched" for the public. But you are welcome to see what is available.

www.icmcc.org

The web-site of the "international council on medical & care compunetics". This is the international body that is taking a lead on Records Access and describing what is happening throughout the world. If you click on "Record Access", it will direct you to a number of resources. A large number of people throughout the world are now looking at this as a way of keeping up to date on what is happening. There is also the world's first "Blog" where patients, clinicians, people in the system and system suppliers can all post ideas to inform others about what they think. We want as many different people to post ideas here and what their thoughts and experiences are. Please pass this on to friends and family members all over the world so that they can also see what is happening too.

There may be other sources as well that we have not included. This is by no means an exhaustive list but it may help you to understand your health conditions better. Of course if there is something you do not understand then it is important that you contact the practice to help you further.

Questionnaire on Your Medical Records Access

This questionnaire is about Records Access and goes through the main issues you need to understand before you can access your medical records over the internet. This is not a test with a pass or fail – its purpose is to go through issues with you so that you feel happy to be able to decide whether you wish to access your medical records over the internet or allow access to others that you have specifically given permission to. Please feel free to turn the page over to answer any questions further if need be.

All questions are mandatory (Please use a black pen as the document needs to be scanned)

1. What is your name?	
2. What is your date of birth?	
3. Please give us your email address so we can contact you by email.	
4. Can you read and understand English?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. If NO to question 4 then have you given permission for someone to answer on your behalf?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. If YES to question 5 please give their name & contact no. We will independently need to confirm with you that this is correct via our interpreter.	
7. Have you read the Patient Information leaflet “Empowering and educating patients”?	<input type="checkbox"/> Yes <input type="checkbox"/> No (please ask for copy at reception)
8. Have you watched the YouTube video entitled ‘Records Access’? If not see page 8 above.	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Have you registered for ordering “repeat prescriptions over the internet”? This is a pre-requisite for allowing you to see your medical records over the internet even if you do not have repeat prescriptions.	<input type="checkbox"/> Yes <input type="checkbox"/> No* Please ask receptions for passwords to order prescriptions.
10. If NO to question 9 then why?	<input type="checkbox"/> I do not have repeat medications <input type="checkbox"/> Did not know I could do this <input type="checkbox"/> Not interested in this <input type="checkbox"/> Other (please state)

<p>11. The system allows you to see a summary of your medical record: diagnoses, allergies, medications, your last 15 consultations, letters and test results. Do you think that you should be able to see this information?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>12. If NO to question 11 then why do you think you should not be able to see this information?</p>	<input type="checkbox"/> Too detailed <input type="checkbox"/> Too personal <input type="checkbox"/> I won't understand it <input type="checkbox"/> I don't know <input type="checkbox"/> I am not interested <input type="checkbox"/> Other (please state)
<p>13. You need 2 passwords one for repeat prescriptions the second to see your medical record. Keep them safe and secure. You should not share your passwords. Do you feel this is safe and secure enough?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>14. If NO to question 13 why do you not feel this is a secure enough way to access your medical records?</p>	<input type="checkbox"/> The internet is not secure whatever you say <input type="checkbox"/> I don't understand <input type="checkbox"/> I won't remember my passwords <input type="checkbox"/> Other (please state)
<p>15. Sometimes information may be recorded that is incorrect or there may be information that you think is missing. Would you like to be able to inform the practice so that your records can be corrected?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>16. Only people who are in the practice can change records and there is a record to show who has changed it and when it was changed. This protects you and the staff. Do you agree this will safeguard your medical record?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No – if not please explain:
<p>17. You can fall ill at any moment and this solution allows you to share your medical record with others. Do you agree that this may be a good thing and could even one day save your life?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>18. Sometimes you may see a hospital doctor who tells you many things and you cannot remember them all. Is it a good thing to be able to see letters sent to your GP but which you can also see as soon as they arrive?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>19. Blood tests may be done as part of routine tests for common conditions. If you view your results and they are normal then you can continue as before. If the results are abnormal and you need to see a clinician could this save you time?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>20. What happens if you see your blood result and find it is abnormal? Would this make you very anxious? If so what</p>	<input type="checkbox"/> Not view them but go and see the doctor/nurse for result

<p>would you do?</p>	<p><input type="checkbox"/> Panic and get worked up</p> <p><input type="checkbox"/> Look at some of the recommended web-sites</p> <p><input type="checkbox"/> Wait and contact the practice the next day</p> <p><input type="checkbox"/> Contact NHS Direct to get further information</p> <p><input type="checkbox"/> Contact the Out-of-Hours service</p> <p><input type="checkbox"/> Go to A&E for further help</p> <p><input type="checkbox"/> Other (please state)</p>
<p>21. What happens if you have a test done that shows something "bad" that you were not expecting e.g. an X-Ray done which shows that you have a "shadow" on your lungs and suggests this may be a cancer? What do you do?</p>	<p><input type="checkbox"/> Not view them but go and see the doctor/nurse for result</p> <p><input type="checkbox"/> Panic and get worked up</p> <p><input type="checkbox"/> Look at some of the recommended web-sites</p> <p><input type="checkbox"/> Wait and contact the practice the next day</p> <p><input type="checkbox"/> Contact NHS Direct to get further information</p> <p><input type="checkbox"/> Contact the Out-of-Hours service</p> <p><input type="checkbox"/> Go to A&E for further help</p> <p><input type="checkbox"/> Other (please state)</p>
<p>22. You see a new letter has arrived in your medical record. You have not been to the hospital or seen anybody for a long time. You open up the letter to find it is about another patient in the practice. What do you do?</p>	<p><input type="checkbox"/> Read it then tell others what the person suffers with</p> <p><input type="checkbox"/> Shut the computer down and inform the practice</p> <p><input type="checkbox"/> Stay quiet and not tell anybody about it</p>
<p>23. You have a daughter who is 15 years old and requesting contraception. Should the parents of the child be allowed to see her record without her permission or should she have exclusive rights of her own?</p>	<p><input type="checkbox"/> The child should decide with the doctor</p> <p><input type="checkbox"/> The child should decide on their own</p> <p><input type="checkbox"/> I don't mind which is done</p> <p><input type="checkbox"/> Each situation will be different</p>
<p>24. Your record may contain details about you given by someone you know well and done in your best interest. It says who said this and what they said. This could cause you some distress. Would this make you very angry?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>

25. If YES to question 25 then why?	<input type="checkbox"/> I don't want this information kept on my record <input type="checkbox"/> You shouldn't believe what others say <input type="checkbox"/> This could destroy our relationship <input type="checkbox"/> Don't know
26. We do not differentiate between those who wish to access their records and those that don't. However those who access their records are more likely to understand their own health better. Do you think that this is true?	<input type="checkbox"/> Yes <input type="checkbox"/> No
27. Finally, we would like to evaluate this questionnaire. Did you think this is a useful way for us to check that you have understood the issues relating to Records Access?	<input type="checkbox"/> Yes <input type="checkbox"/> No
28. Was it easy for you to understand the questions?	<input type="checkbox"/> Yes <input type="checkbox"/> No
29. If NO then why was this?	<input type="checkbox"/> Too difficult to read <input type="checkbox"/> Not enough time <input type="checkbox"/> Questions too difficult <input type="checkbox"/> Other (please state)
30. Do you feel you now have a better understanding of records access and what the issues are about it?	<input type="checkbox"/> Yes <input type="checkbox"/> No
31. If NO to question 31 then why do you not have a better understanding?	<input type="checkbox"/> Too complicated <input type="checkbox"/> Not interested <input type="checkbox"/> Too much information <input type="checkbox"/> I want someone to explain it to me

Thank you for your time. We hope this questionnaire has given you the information you need to decide whether you wish to access your medical records over internet. Please sign the questionnaire* and take it to the Receptionist if you wish to have access to your medical records. If you have any further questions about records access, please leave a message for Dr Pace with the Receptionists along with your contact details so that he may be able to contact you later and go through any issues you may still have. We hope you found this to be a pleasant experience and that you will enjoy being able to access your own medical records over the internet at a time of your choosing.

Online EHR Viewing System

Consent Form

I have read and understood the information leaflet about the Online EHR Viewing System and subject to the information in that leaflet; I consent to my GP practice enabling me access to my electronic health record via the internet.

I further agree to use the system in a responsible manner in accordance with all instructions given to me by the GP practice and to immediately report any errors I encounter whilst using the system. If I see any patient data which does not relate to me I will immediately log out and report the matter to the GP practice.

Signed..... Date.....

Print Name..... Date of Birth.....

Tel no.....

Email (if available).....

* Please note additional questionnaires/consent forms for other family members may be obtained on line at www.galletly.co.uk/docs/accesspack.pdf or from reception or if you wish you can email access@galletly.co.uk who will then email you a copy of the questionnaire and you can then print out as many copies as you need. **Remember it is not a test so it doesn't matter if you all answer the same but each person must sign their own.**

If you need to contact us with any further questions you can email Julie Smith access@galletly.co.uk or you can leave your name and contact details with Reception.

What Are the Next Steps?

You first need to register to order repeat prescriptions on line by telling our Reception.

- You will later be contacted and asked to collect a form.
- This will give details of a Pin no/ Practice no/Access ID no/NHS no. It will also tell you how you must enter your name. (This is important as, although you may not use your first name, you will be registered by it).
- You will also be given a fact sheet taking you through the registration process. Do not worry about this. It is quite simple as are the onscreen instructions.
- When you are registering on line you will also be asked to give a password. (Please refer to the password advice leaflet supplied in this information pack).
- You will also be asked an information question such as your favourite film.
- Keep the information in a **secure place which only you can access**. There is no need to say what it is for but just the details in case you forget.
- It is not necessary to share this password with the Practice

If you would also like to access your medical records

- Make sure that you have read and understood the information supplied in the pack. If there is something you do not understand contact Dr Pace at access@galletly.co.uk or by letter. He will then contact as soon as possible
- Sign the consent form. (There are enough for 3 people in your pack)
- Think of another password. **This must be 8 digits** and can be made up of numbers & letters but it is case sensitive.
- It is then necessary for you to fill in the slip below, put it in an envelope and hand this in at Reception
- Please make sure you seal the envelope and mark it **'Secure Password' and for the attention of RECORDS ACCESS Staff only**. This ensures that only you and staff dealing specifically with Records Access in the practice know this password. It is then up to **YOU** if you want to share this password with anyone else.

Secure Password for the attention of Record Access staff or Dr Pace only

Name _____

Date of Birth _____

E-mail address _____

(Do not worry if you do not have an email address at the moment, staff can contact you by phone.

E-mail is the easiest way of keeping you informed of what is happening)

Password (8 digits) _____