

## **St Luke's Policy for On-line Access**

Before you begin to use the online services, please read the following policy. Please keep this policy for your own reference.

A document containing your pin number and log-on details will be provided to you as soon as the practice receives your completed application for on line access and the practices internal processes have been completed . Please keep this document safe as it contains your personal information. Applications must be fully completed and identity documents, including photographic evidence must be provided.

When registered you will be able to have access to the following as preferred:

Find available doctor appointment slots

Book new appointments, appointments may be booked up to a maximum of 21 days ahead.

View appointments you have already booked

Cancel appointments

Order repeat prescriptions

View allergies, current medication and adverse reactions

View the detailed coded parts of your medical record

### **Appointments**

Please ensure that you book your appointments appropriately. If you are unsure as to whether it is appropriate for you to see a doctor, contact the practice by telephone. Whilst we will do what we can for you to see the doctor of your choice this may not always be possible especially in emergencies

#### **Missed Appointments**

If you are unable to attend your appointment please let us know as early as possible. You may cancel pre booked appointments online or by contacting the practice. This will allow us to offer the appointment to another patient.

The practice monitors missed appointments on a regular basis. If you miss an appointment more than twice in one year we will remove the facility for you to use online booking, you will still be able to book appointments with our receptionists as normal. Patients who fail to attend 2 or more appointments a year without a valid reason may be removed from the register.

#### **Appointments for Family Members:**

Unfortunately the system does not allow you to book appointments for family members. Proxy access can be enabled, although this is only in agreement with the practice, and any patients able to provide their own consent must do so in accordance with data protection and practice protocol.

**Under 16s:** Online services, including appointment booking is only available to patients aged 16 and over at this stage.

### **Ordering prescriptions**

Prescriptions can be ordered on line through the electronic prescription service or by collecting them in the normal way at the practice. The system will allow you to continue with your current chosen method and will be monitored in the same way as it is now.

Anyone who is currently due a medication review or is not due their medication will need to contact the practice to avoid further delay as these cannot be authorised without a GP review.

**Under 16's:** Ordering prescriptions are only available to patients aged 16 and over.

### **Reviewing Allergies and Medications**

This option is available to all patients who chose to have access to their records; they can see a record of any current allergies and their current list of medication.

#### **Parental Access**

In the interest of data protection, the practice has agreed not to provide access to under 16s, however this, along with proxy access, may be granted under exceptional circumstances by a clinician, if it can be proven that there will be a significant benefit to the patient

#### **Inappropriate use**

We are sure you will find these services useful. However, we will revoke access if the system is being abused. For your access to be reinstated you must liaise with our reception team.

Examples of what we would consider inappropriate use are:

Booking appointments and not using them more than twice a year

Booking appointments for other family members, using your name.

Booking inappropriate appointments with the doctors

Excessive ordering of prescriptions

### **Detailed Coded Records Access**

Detailed coded record information includes content such as demographics, allergies, adverse reactions, medication (dose, quantity and last issued date), Immunisations, Results (numerical values and normal range), Values (BP, PERF), problems, diagnoses, procedure codes (medical or surgical) and codes in consultation (signs, symptoms), also codes showing referral made or letters received and other Codes (ethnicity, QOF)

It does not include free text, administrative task and all documents. (Access to coded documents only)

While the practice offers access to detailed coded medical records, there are a number of considerations before access will be granted, as below

### **Considerations/Approval of Access**

The practice will not approve on-line access to detailed coded information if it is deemed that it may cause physical and/or mental harm the patient for the following reasons:

#### **Mental Health Problems**

Patients within the Practice with a mental illness have as much right as any patient to have access to their records however, If there is a likelihood that access to their record may cause an individual physical or mental harm, then it may be necessary to redact some of the information within their record, or refuse access to the whole record, in this circumstance a GP responsible for the care of the patient will have a conversation with the patient to explain the reasons for refusal of access.

#### **Access for children, parents and guardians (proxy access)**

If child access is provided it will automatically be disabled when a child reaches the age of 11, this allows for a competency assessment to be carried out. Regardless of the outcome a parent/guardian/carer who may already have proxy access will be required to re-apply using the Proxy Access Registration Process. Where a competent child must authorise the request for Proxy Access, this will be at the discretion of a clinician. A child deemed competent may have access to their online record or authorise a parent/carer to have Proxy Access.

Where a child is deemed not to be competent, a parent may apply for requests for access, however this may not be granted as the practice only permits proxy access under exceptional circumstances and where a significant benefit to the patient can be proven.

#### **Coercion**

‘Coercion’ is the act of governing the actions of another by force or by threat, in order to overwhelm and compel that individual to act against their will.

The practice will include the implications of Coercion during the patient application process for online services by way of issuing them with a patient leaflet detailing the implications.

The practice will consider the risk of Coercion on a case by case basis as requests for access are received and if necessary, will decline access.

The GP or trained staff member will discuss with the applicant the reasons for refusal of access. If coercion is identified as a risk with regard to a patient previously registered for online services, then access will be immediately removed

Every patient who asks to register for Patient Online Access will be asked if they might come under any pressure to give access to someone else unwillingly.

A high index of suspicion is essential if patients have disclosed domestic abuse in the past or anyone in the practice team is aware that they have come under undue pressure from carers or family members around decisions about their care before. If coercion is confirmed after access is approved, this will automatically be removed

## **Levels of Access for Patients**

There are different levels of Access available to patients. All requests for Online Access will be dealt with on a patient by patient basis and the suggested access will be granted within the agreed timescales. All patients must be deemed competent to be granted access to Detailed Coded Data; however some elements may be marked as sensitive/confidential and will not be shared via Online services. Access levels can be as follows:

- Appointments, Repeat Prescriptions and Summary Information
- Appointments, Repeat Prescriptions and Detailed Coded Record Access

Patient Access does not override a patient's right to submit a Subject Access Request which will be processed following our practice protocol in line with the Data Protection Act 1998.

The practice will not automatically grant access to Detailed coded Data to those patients currently with access to appointments, repeat prescription and Summary Information. Patients wanting access to their Detailed Coded Information MUST complete and submit an additional Access Request form. This will be considered within the practice and granted if deemed appropriate within 21 days. This is a guide only and in some circumstances may take longer

At any point the practice can revoke Online Access to patients if the functionality is abused. This will be dealt with internally following practice protocols as stated as above.

### **Hiding sensitive consultations**

All domestic abuse consultations will be highlighted as confidential and will therefore be removed from online viewing. Anything a patient states in relation to this during a consultation will not be viewable online.

Any consultations of a sensitive nature may be highlighted as confidential. Access to online records will be on a patient by patient basis.

Access will only be provided once acceptable identity has been provided, forms have been completed correctly and patients are aware of their responsibilities. After which the request must go through a series of thorough checks to ensure the record does not contain any third party information which must be excluded as required by data protection act and common law duty of practice. The record will also be checked for sensitive information, after which a decision will be made to determine whether access should be provided or not

Sensitive codes such sexual & reproductive health, child and adult safeguarding, domestic violence and criminal activity will be excluded or discussed with the patient prior to access to avoid upset or harm

**New Patients**

Any new patients will not be granted access to their detailed coded records for a minimum period of three months, which will allow adequate time for records to be received and summarised correctly

If the practice has any concerns that require further investigation, access to the detailed coded records may be removed and the patients may be contacted to discuss any issues of concern.

Patients must be completely aware of their responsibilities, and have fully considered any consequences of information to which they may be given access before agreeing and signing the policy.

**Patient Agreement to Practice Policy for the use of On-line Services (patient copy)**

**Patient Name:** \_\_\_\_\_ **DoB:** \_\_\_\_\_  
**Address** \_\_\_\_\_

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I have understood and will adhere to the practice policy for the use of on-line booking. I understand that failure on my part to adhere to the policy may result in my on-line booking registration being terminated. I understand that this will in no way affect my registration with the practice.

Signed \_\_\_\_\_  
Date \_\_\_\_\_

**Patient Agreement to Practice Policy for the use of On-line Services (Practice copy)**

**Patient Name:** \_\_\_\_\_ **DoB:** \_\_\_\_\_  
**Address** \_\_\_\_\_

I have understood and will adhere to the practice policy for the use of on-line booking. I understand that failure on my part to adhere to the policy may result in my on-line booking registration being terminated. I understand that this will in no way affect my registration with the practice.

Signed \_\_\_\_\_  
Date \_\_\_\_\_