



BURNHAM & BERROW MEDICAL CENTRE

GP Online Access - "Save Time – Do It Online"

Did you know we now offer the following GP Online services for our patients?

1. Requesting repeat prescriptions and viewing your medication
2. You can request to update your contact details:
 - a. home address (please note we are unable to continue to register patients who live outside of the Practice Area and you will be asked to register with a Practice that covers that address)
 - b. email address
 - c. mobile number
3. Accessing your medical record for the following things:
 - a. Allergies
 - b. Laboratory test results
 - c. Immunisations
 - d. Problems (Conditions / diagnoses)
 - e. Consultations
 - f. Documents
4. Booking and cancelling Appointments
(once set up you will need to access via our website www.burnhamandberrowmedicalcentre.co.uk as our appointments system is different to our clinical system). You will receive separate login instructions for Appointments Online

If you would like to register for GP Online Access, then please complete an application form (copy on our website). You will need to bring in two forms of identification (see attached list for acceptable forms of ID).

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

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 can't do this 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.

At present we are offering GP Online Access to those patients aged 16 or over.

Before you apply for online access to your record, there are some other things to consider

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Things to consider

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 to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

A good website to help you understand about Laboratory Results is:

<https://labtestsonline.org.uk/articles/reading-your-results>

Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or carers. It's 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 receive 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 notice any other errors, please log out of the system immediately and contact the practice as soon as possible.