

Eastgate Medical Group

Patient Online Services

Our online services include:

- **Standard Online Access** which includes booking or cancelling appointments, ordering repeat prescriptions and access to Summary Care Record (medication list and allergies)
- **Enhanced Online Access** as for standard access but with access to coded data from within your record. (Detailed coded record)

Further information about GP online access can be found here:

www.england.nhs.uk/wp-content/uploads/2016/11/pat-guid-need-to-know.pdf

Patients wishing to use this service will need to register. The application forms can be obtained from reception or can be downloaded here:

Online Registration Form:

http://www.eastgatemedicalgroup.co.uk/website/B82060/files/Online_registration_for_m.pdf

Proxy Access Registration Form:

<http://www.eastgatemedicalgroup.co.uk/website/B82060/files/Consent%20to%20proxy%20access%20to%20GP%20online%20services.pdf>

Please bring your completed application form to reception with two pieces of identification, one of which must include a photo and one of which must show proof of address. Please see Proof of Identity Documentation section below.

Enhanced Access requests require a GP to review your records prior to access being granted and so the process will take longer. In very rare cases the practice may decide it is not in your best interests to have online access to your records. If this happens, the practice will discuss the reasons with you.

Proxy Access

We appreciate that some patients may not be able to use online access themselves but would like the benefits of this service. In these circumstances you can nominate someone to have proxy access. More information about proxy access can be found here:

www.england.nhs.uk/wp-content/uploads/2016/11/pat-guid-give-another-person-access.pdf

For reasons of confidentiality, we have chosen to limit proxy access to Standard Online Access. If you feel that there is a good reason why a proxy should have Enhanced Online Access, please contact the surgery in writing, marked for the attention of the 'Caldicott Guardian'.

Proxy Access for Children

Proxy Online access is available to those with parental responsibility up to the child's 11th birthday (Standard Online Access only). Parents wishing to register for this service must bring evidence of parental responsibility in addition to evidence of their own identity. See **Proof of Identity Documentation** section below.

For reasons of safety and confidentiality, the practice offers no proxy online services for children aged between 11 and 16 years.

Children vary in the age at which they are able to make an independent and informed decision about who should have access to their record. Eastgate Medical Group has decided to adopt the most practical approach and withdraw parents' access as soon as the child reaches 11, unless there are exceptional circumstances.

If you think there are exceptional circumstances for proxy access beyond your child's 11th birthday please contact the surgery in writing, marked for the attention of the 'Caldicott Guardian'.

Security

It is your responsibility to keep your login and password details safe and secure.

Further guidance on this can be found here:

www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf

Proof of Identity Documentation

We require two pieces of identification, one of which must include a photo and one which must show proof of address.

Accepted photo ID:

- passport
- driving licence
- biometric residence permit
- valid EU National ID card

Accepted proof of address:

- UK bank/building society statement issued within the past 3 months
- Utility bill issued within the past 3 months
- Council tax statement issued within the past 12 months
- Valid work permit/visa (UK)
- Benefit statement, e.g. pension, Tax Credit or Child Tax Credit from HMRC issued within the past 3 months
- Sponsorship letter from your employer/future employer (for non-UK, non-EAA applicants only).

Proof of Parental Responsibility

If you wish to register for these services on behalf of your child, please be aware that you can only do so if your child is under 11 years of age. For this you will need to prove your own identity, your child's identity, and also proof of your parentage. So in addition to proof as above, we require for your child at least one of these documents:

- Full birth certificate, noting you as parent
- Passport, where you are listed as parent/next of kin
- Adoption certificate including your name
- Health Visitor Record (the red book) including your name, if your child is not yet of school age.

