# User note

The information in this leaflet can be used by:

* adding your organisation’s logo, address and contact details to the leaflet and deleting this user note
* copying the text and adding to your own information leaflet
* copying the text and adding it to your organisation’s website

It has been written in plain English and meets accessibility requirements.

# Accessing residents’ GP records online by proxy | Information for authorised care staff

## Why online GP services are a good thing

Using online health services has become more and more popular over the last few years. The computer systems in GP surgeries make it easy for patients to order medication and book or cancel appointments quickly, at any time of the day or night. They can also access other information in their GP record if they want to.

This online access is more convenient for patients, it reduces the need to travel to the GP surgery, and it saves the practice time. GPs get fewer phone calls and pieces of paper to act on. This means they can do more, do things faster, and generally help make things better for patients.

Your manager has agreed with the local GPs and pharmacy that it is in best interests of residents to allow authorised staff to access residents’ personal GP clinical records on their behalf. This is called ‘proxy access’.

## Proxy access by care staff

Care staff can be set up by a resident’s GP practice as a ‘proxy’ to have access to different elements of information in the GP record. The resident’s GP practice and the care home must agree what information can be accessed. Options include:

* ordering medications online instead of on paper
* viewing allergies and sensitivities
* seeing a list of immunisations
* viewing test results
* accessing past medical history
* seeing documents, such as a discharge letter or an outpatient appointment follow-up letter

Authorised care staff with proxy access must only go into the part of the GP clinical record that they need for the direct care they are giving.

## What you will need to do

You will need to sign a form to say that:

* your information governance training is up to date
* you agree to keep personal information safe, secure and confidential
* you agree to take responsibility and accountability for the information you see and use on behalf of your residents

Your signed form will be sent to the GP practice which will set up proxy access for you and other staff. You will be sent login information by the practice and told how to activate your account. This must be done before you can access any online records on behalf of your residents by proxy.

## Is it secure?

The care home has an agreement with the GP that means you must keep any information you see in a resident’s GP record confidential and secure. You also need to keep your information governance training up to date.

GP computer systems also have built in security and keep track of everyone who opens a record, recording what they see and do, and when. This is called an audit trail.

There are procedures in place to handle anything or anyone who breaches security or confidentiality.

## Can residents object?

Yes. Information in the GP record belongs to your residents and they can decide who can access it. It is important to make sure each resident is given information about access by care staff, and that they understand and are comfortable with this. If they are not happy about proxy access, their wishes must be followed.

The GP record is personal to each resident/patient. Residents must be told about the new way of sharing information and be given a chance to talk about any concerns or ask questions of a member of staff.

Residents can decide they do not want care home staff to have proxy access to any part of their record. They can also ask their GP to remove proxy access at any time.