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# 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.

# Access to information in your GP online record on your behalf (by proxy) by authorised care staff

# Information for residents

## Why GP online 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 repeat prescriptions, book or cancel appointments quickly, at any time of the day or night. They can also allow patients to access other information in their GP record if they want to.

Online record 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 GP, pharmacy and care home manager have agreed that it is in best interests of residents to allow authorised staff to access GP clinical records on their behalf. This is called ‘proxy access’.

## Letting care home staff access parts of my GP record online

Your care home would like to use GP online record services to access information relevant to your direct care. This includes ordering repeat prescriptions for you online instead of on paper which is how it is done now. It may also mean authorised staff seeing other parts of your record too, like allergies and sensitivities, perhaps clinical history and hospital letters.

Before your care home can do this, you need to sign a consent form to say you are happy with your care staff having proxy access. Authorised staff will sign a form promising to keep your information safe, secure and confidential.

Your GP record is personal to you. You can decide not to let anyone have access to it, if this is what you want.

Your care home manager will be happy to talk everything through with you and answer any questions you might have.

## Is it safe and secure?

Yes, you can decide what the care home can see and do in your online GP record. This request is to allow your care home to see elements of your GP record as agreed between your GP and the care home.

The risk of information in your GP record being seen by a non-authorised person or being shared or used for any reason except your direct care is the same as with a paper-based records. There are, however, several safeguards in place with online record access.

The care home and its staff have an agreement with your GP that means they must keep any information they see about you online confidential and secure. Each member of staff who has access will have been trained. They also must sign a form to say they will keep your information confidential and secure.

GP computer systems also have built in security. They keep track of everyone who opens your record, what they do, and when they do it. There are procedures in place to:

* handle anything or anyone who breaches security or your confidentiality, whether accidently or deliberately
* deal with anything in your record that is not about you and may have been filed by mistake
* tell the GP if proxy access needs to be switched off, even on a temporary basis.

## Can I refuse to let the care home access my GP record?

Yes. The information in your GP record belongs to you and you can decide who can access it. You can object at any time and your wishes must be respected. To do this you, your representative or your next of kin can:

* ask the care home to stop using GP online services
* contact your GP and ask them to stop the care staff from accessing your record

## Can I use GP online services too?

Yes, you can. You can also agree to your next of kin or another representative to have online access if you want them to. You just need to contact your GP practice who will give you the information you need and a form to complete.

There will be checks to make sure anyone applying for access to your record has a right to do so, and that they are who they say they are.