



Fremington Medical Centre

**11/13 Beards Road
Fremington
Barnstaple
EX31 2PG**

**Tel: 01271 376655
Fax: 01271 321006
www.fremington.org**

Information pack

In this pack you will find the following:

- Getting started with GP Online Services leaflet
- Protecting your GP online records leaflet
- Application form

You will need to attend in person. Please bring the completed application form, along with photographic ID, to Reception. The receptionist will photocopy your ID and give it back to you. Please note that the receptionist might not be able to register you on the spot, and if this is the case your account details will be sent to you in the post.

We are not able to provide online access to records for children under the age of 16.



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Application for online services

Surname:	First name:
Date of birth:	
Address:	
Postcode:	
Telephone:	Mobile:

I wish to have access to the following online services (please tick all that apply):

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record (Full record access)	<input type="checkbox"/>
4. Accessing my medical record (Detailed record access)	<input type="checkbox"/>

I wish to access my medical record online and understand agree with each statement (tick):

1. I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4. If I suspect that my account has been accessed by someone without my agreement, I will contact the practice as soon as possible	<input type="checkbox"/>
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>
6. If I think that I may come under pressure to give access to someone else unwillingly I will contact the practice as soon as possible.	<input type="checkbox"/>

Signature:	Date:
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For practice use only

Patient NHS No:	ID verified by (initials):
Date:	Method: Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>
Date account created:	Date password sent:
Access granted: Appointment booking <input type="checkbox"/> Repeat prescription ordering <input type="checkbox"/> Full Record Access (not to be granted to pts under 16) <input type="checkbox"/> Detailed Record Access (not to be granted to pts under 16) <input type="checkbox"/>	Comments:

Information Sheet

Thank you for registering for SystemOnline. Your username and password are on the enclosed document.

Please note the following:

1. You have been allocated a password which you should change once you have logged on to SystemOnline.
2. The SystemOnline service has been developed and tested using standards set out by a government body called NHS Connecting for health. All personal information used by SystemOnline is secure and protected.
3. Please allow one hour after the registration has been made before you log on.
4. You can access the service at any time of the day or night from anywhere in the UK. If, however, you are travelling overseas, you will not be able to access the service from outside the UK.
5. If you would like to access the service from your smartphone or tablet, you can download the Apple app from your app store, or an Android app from Google Play.
6. Please use the link on our website, <http://www.fremington.org> to access the service.
7. You should be aware of the confidentiality issues involved – please see the enclosed leaflet.

Getting started with GP Online Services



Did you know that since April 2015, you don't have to wait on the phone to speak to your GP surgery?

Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app. You can choose to:

- **Book and cancel appointments** with your doctor or nurse online, when it suits you. Your surgery will choose which appointments can be booked online.
- **Order repeat prescriptions online.** Some patients have found that they save money and time as they don't need to make a special trip to their surgery to order repeat prescriptions.
- **Look at part of your GP records online.** You can look at your records whenever you want, even from the comfort of your home, and find answers to questions you may have without ringing your doctor.

You can already go online and see some of the information in your GP records, including your medications and allergies. During the next year, you will be able to see even more. This will include illnesses, immunisations and test results. Each GP surgery will make this information available at different times, as their computer systems become ready.

Online services are free to use and are just another way of contacting your surgery. You can still ring them or go to your surgery in person like you do now. You can also still request your full printed records from your surgery. They may charge you for this.

Anyone can benefit from using online services

We have found that a lot of people can benefit from using online services. Please see the comments below from patients who use these services. For a video of what other patients had to say, go to: www.nhs.uk/patientonline.

'Ordering repeat prescriptions online saves me a lot of time. If I realise I'm running low and the practice is closed on the Saturday, all I do is log on, request the relevant medication from the drop down list and then pick it up a few days later.'
Adam, University Health Centre.

About online records, Ingrid (Thornley House Medical Centre) said *'I have had access to my online records since 2006. With online access to all my GP held information, I have all I need, anywhere in the world 24/7. With several chronic conditions, I can share the information with other health professionals to keep me safe.'*

'I am a carer for my mother and a mother to two small children. It has now become essential for me to access GP appointments online. Having access to the online booking system has allowed me to fit appointments around our family as a whole. I now have the opportunity to plan my time and life better. I can book an appointment for my mother at a time which suits her and her carers whilst at the same time, I can take my children to football practice. There is no more phoning around for me!'

Keymn, Arran Way Medical Centre.

How to sign-up for online services

It is not hard to start using online services. Your surgery will need to check who you are to make sure you only see your record and not someone else's. Just like your bank or the post office when you pick up a parcel, your surgery wants to protect your records from people who are not allowed to see them. The steps below explain how this works.

1. Tell your GP surgery you would like to start using online services.
2. Your surgery will give you a short form to fill in and sign to confirm you agree with the information on the form.
3. Your surgery will then check you are who you say you are. They will do this in one of three ways:
 - Photo ID and proof of address, for example, a passport or driving licence and a bank statement or council tax statement.
 - If you do not have any ID and are well known to your surgery, a member of staff may be able to confirm your identity.
 - If you do not have any ID and are not well known to your surgery, they may ask you questions about the information in your GP record to confirm the record is really yours.
4. Your surgery will then give you a letter with your unique username and password. It will also tell you about the website where you can log in and start using online services.

When you ask your surgery to register you for online services, they might discuss with you why you want to use these services. For example, if they think your record may be seen by someone who shouldn't see it, they might decide to give you access to book appointments or order your repeat prescriptions only. If your surgery doesn't think it is in your interest to use GP online services, they will discuss their reasons with you.

If you forget your login details

If you lose or forget your login details, go to the website and click the 'forgotten details' button, then follow the instructions.

If this does not work, please contact your surgery.

Things to remember

- No one should force you to share your username, password or GP records. You have the right to say no. If someone asks to see your records and you don't want them to, tell your surgery as soon as you can.
- You can choose to let another person see your medical records, for example members of your family or a carer. To do this safely, speak to your surgery. Some surgeries are not able to do this at the moment but will do so in future.
- You can choose to stop using online services at any time by telling your surgery.
- If you change surgeries, you will need to register again for online services at your new surgery.

Learn how to use the internet

There are a lot of places where you can learn how to use the internet. Many are provided by local authorities, colleges and charities. A good place to start is your local library, but there are many others where you can learn for free, such as

- UK online centres which help people learn how to use the internet and manage their health online. For more information and to find your nearest local venue, please go to <http://www.learnmyway.com/> or ring 0800 77 1234.
- Age UK helps older people get online. For more information and to find your local Age UK centre please go to www.ageuk.org.uk or call Age UK Advice on 0800 169 6565.
- Digital Eagles at Barclays Bank run sessions to teach people how to use the internet. Call into your branch and ask to talk with their Digital Eagle or book onto a 'Tea and Teach' session. Information is also available on their website <http://www.barclays.co.uk/DigitalEagles/P1242671738729>.

Learn how to use GP Online Services

If you already know how to use the internet, you can take a short course on how to start using GP services online at <http://www.learnmyway.com/what-next/health>.

+ RECEPTION



Protecting your GP online records



Did you know that you can now look at your GP records, book appointments at your GP surgery and order repeat prescriptions online?

You can already go online and see some of the information in your GP records, including your medications and allergies. During the next year, you will be able to see even more. This will include illnesses, immunisations and test results. Each GP surgery will make this information available at different times, as their computer systems become ready.

Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app.

If you would like to start using online services, see the Getting Started with GP Online Services guide for more information. Information on how to get started is also available online at www.nhs.uk/patientonline or from your surgery or on their website.

Your surgery has a responsibility to look after your GP records. You must also take care online and make sure that your personal information is not seen by anyone who should not see it.

Keeping your username and password safe



When you register to use GP online services, your surgery will give you a username and password, which you will use to log in. You should not share your login details with others. To protect your information from other people:

- You should keep your password secret and it is best not to write it down. If you must write it down, keep a reminder of the password, not the password itself. This should be kept in a secure place.
- If you think someone has seen your password, you should change it as soon as possible. You may want to call your surgery if you are not able to change it right away, for example, when you do not have access to the internet.
- You should not share your user name or password. No one should force you to show them your login details, you have the right to say no. If someone forces you, tell your surgery as soon as possible.

Sharing your GP records with others

In future, you will be able to choose to allow others, like your family or carers to look at your GP online records. This may be because you would like them to help you look after your health. When this service becomes available, you will need to ask your surgery to give the person you choose to share your records with their own username and password. They will then use this to look at your GP records. You should not share your login details with anyone.

Using a shared computer

You need to take extra care when using a shared computer to look at your GP records online. This could be at the library, at work, at university or at home. To protect your personal information from others when using a shared computer, you should:

- Look around to see if other people can see what is on the computer screen. Remember, your GP records contain your personal information.
- Keep your username and password secret. Just like your bank account PIN, you would not want others to know how to get into your GP records.
- Make sure you log out when you finish looking at your records, so that no one else can see your personal information or change your password without your knowledge.

Incorrect information in your records

On rare occasions, information in your GP records might be incorrect.

- If you find any incorrect information, you should let your surgery know as soon as possible.
- If you see information about anyone else in your records, log out immediately and let your surgery know as soon as possible.

Remember

- Your GP records are important and you should keep them safe and secure, just like your bank account details.
- No one should force you to share your GP records. You have the right to say no. If this happens, tell your surgery as soon as you can.
- Take extra care when using a shared computer. Keep your login details in a safe place and remember to log out.



For more information on how you can protect your GP online records, go to <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>.



www.pinpointdevon.co.uk

Your Comprehensive Community Directory

1. Using the search form

- Enter your keyword(s) – what are keywords and how to use them >
- Ways to make a keyword search more accurate >
- Selecting a service category >
- Adding a town or postcode >

1 Use the easy to use search function with keywords & select from service categories. Also input your postcode or town to show the services and community groups closest to you

2. Filtering your results

To further refine your search results, there are a number of filter options available on the left hand side of the search results page

- Category filter options >
- Refine your search results options >

2 Filter & refine your search results by age range, locality & other helpful filters

3. Automatically detect your location

- Using the location finder function >

3 Use the location finder function to detect your location and find the service or group closest to you

4. Viewing services on a map

- How to show the map with the list of services on >

4 Choose how you view your search results either as a list or on a map

5. Saving a list of services to print

You can create a shortlist of services you have found to review and print when ready. This shortlist can be for services found from a single or a number of searches.

- Adding records to your shortlist >
- Viewing, emailing or printing your shortlist >

5 Shortlist your results for comparison. View details including contact information & email or print

Pinpoint thousands of services & community groups across Devon