NHS UNDERCLIFFE SURGERY

ONLINE ACCESS TO HEALTH RECORDS REQUEST

In accordance with the UK General Data Protection Regulation (UK GDPR)

Guidance notes – please read before completing this form:

If a child aged 12 or over has 'sufficient understanding and intelligence to enable him/her to understand fully what is proposed' (known as Gillick Competence), then s/he will be competent to give consent for him/herself but may wish a parent to countersign as well.

Sections available for completion:

Section 1: Patients Details

Section 2: Record Requested

Section 3: Consent to proxy access to GP Online Services (if patient has capacity)

Section 4: Consent to proxy access to GP Online Services (if patient does not have capacity)

Section 5: Proxy access online services available

Section 6: Proxy declaration

Section 7: Proof of identity

To help patients to know which sections to complete:

- **Patients requiring access to their own record** - complete Sections 1, 2 and 7
- **Proxy access to health records where patient has capacity** - complete Sections 1, 3, 5, 6 and 7
- **Proxy access to health records where patient does not have capacity** - complete Sections 1, 4, 5, 6 and 7
- **Parents requiring access to their child's (age 13-17) record** - complete Sections 1, 3, 5, 6 and 7

Section 1: Patient details

Surname		**Forname**	
Title		**Date of Birth**	
Former Name (if different)		**Address:**	
Telephone number		**Postcode:**	
NHS number (if known)		**Hospital number (if known)**	

Section 2: Record requested

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

Booking appointments	☐
Requesting repeat prescriptions	☐
Access to my medical records (from date request is made)	☐

I wish to access my medical record online and both understand and agree with each of the following statements (tick):

I have read and understood the information leaflet provided by the organisation	☐
I understand that I will automatically see any new information (prospective records) that is added to my healthcare record.	☐
I will be responsible for the security of the information that I see or download	☐
If I chose to share my information with anyone else, this is at my own risk	☐
I will contact the organisation as soon as possible if I suspect that my account has been accessed by someone without my agreement	☐
If I see information in my record that is not about me or is inaccurate, I will contact the organisation as soon as possible	☐

Patient signature		**Date**	

Section 3: Consent to proxy access to GP Online Services (if patient has capacity)

- I…… (name of patient), give permission to my GP practice to give the following person/people …… proxy access to the online services as indicated below in Section 5
- I reserve the right to reverse any decision I make in granting proxy access at any time
- I understand the risks of allowing someone else to have access to my health records
- I have read and understand the information leaflet provided by the organisation

Patient signature		**Date**	

I/We wish to have access to the health records on **behalf of** the above-named patient

Surname		**Surname**	
First name		**First name**	
Date of birth		**Date of birth**	
Address		**Address**	
Postcode		**Postcode**	
Email		**Email**	
Telephone		**Telephone**	
Mobile		**Mobile**	

(If more than one person is to be given access then please list the above details for each additional person on a separate sheet of paper)
Reason for access:

I have been asked to act by the patient	☐
I have full parental responsibility for the patient and the patient is under the age of 18 and has consented to my making this request or is incapable of understanding the request (delete as appropriate)	☐

Section 4: Consent to proxy access to GP Online Services (if patient does not have capacity)

I/We wish to have access to the health records on **behalf of** the above-named patient

Surname		**Surname**	
First name		**First name**	
Date of birth		**Date of birth**	
Address		**Address**	
Postcode		**Postcode**	
Email		**Email**	
Telephone		**Telephone**	
Mobile		**Mobile**	

(If more than one person is to be given access then please list the above details for each additional person on a separate sheet of paper).

Reason for access:

I/We have been appointed by the Court to manage the patient's affairs and attach a certified copy of the court order appointing me to do so	☐
I am/We are acting *in loco parentis* and the patient is incapable of understanding the request	☐

Section 5: Proxy access online services available

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

Booking appointments	☐
Requesting repeat prescriptions	☐
Access to the medical record (from date request is made)	☐

Section 6: Proxy declaration

I/We wish to access to the medical record online of the above patient and I/we understand and agree with each statement (tick)

I/We have read and understood the information leaflet provided by the organisation and agree that I/we will treat the patient information as confidential	☐
I/We will be responsible for the security of the information that I/we see or download	☐
I/We will contact the practice as soon as possible if I/we suspect that the account has been accessed by someone without my/our agreement	☐
If I/we see information in the record that is not about the patient or is inaccurate, I/we will contact the organisation as soon as possible. I/we will treat any information which is not about the patient as being strictly confidential	☐

I declare that the information given by me is correct to the best of my knowledge and that I am entitled to apply for access to the health records referred to above under the terms of the Data Protection Act 2018.

You are advised that the making of false or misleading statements in order to obtain personal information to which you are not entitled is a criminal offence which could lead to prosecution.

Applicant signature		**Date**	

Section 7: Proof of identity

Under the Data Protection Act 2018, you do not have to give a reason for applying for access to your own health records. However, all applicants will be asked to provide two forms of identification, one of which must be photographic identification before access can be set up.

Accepted documents are a valid passport, photo driving licence (provisional or full), a utility bill (not mobile phone) and a bank/mortgage statement, both must be dated within the last 3 months.

Please speak to reception if you are unable to provide this.

ADDITIONAL NOTES:

Before returning this form, please ensure that you have:

- Signed and dated the form
- Are able to provide proof of your identity or alternatively confirmed your identity by a countersignature
- Enclosed documentation to support your request (if applicable)

Incomplete applications will be returned; therefore, please ensure you have the correct documentation before returning the form.

For office use only:

Identification verification must be verified through two forms of ID

- One of which must contain a photo e.g., passport, photo driving licence or bank statement

  Where this is not available, vouching by a member of staff or by confirmation of information in the records by one of the management team or a partner may be used

Request received		Request refused		
Reviewed by HCP		Request completed		
Comments				
Identification of	☐ Child (aged 13-17)	☐ Patient	☐ Applicant	
Identity verified by		Date		
Identity method	☐ Photo ID or proof of residence – Type …….. ☐ Photo ID or proof of residence – Type …….. ☐ Vouching – by whom …… ☐ Vouching with information in record – by whom ……			
Proxy access authorised by				
Proxy access coded in notes	☐ Yes	NHS No:		
Date account created		Date password sent		
Level of access enabled	☐ All	☐Prospective	☐ Retrospective	☐ Limited parts
Notes for proxy access *(If any request is refused, discuss with the organisation's DPO before informing patient/applicant)*				