

### Inappropriate use

We would consider inappropriate use as sending inappropriate or abusive messages, not attending booked appointments, booking for other members using your name, consistently booking inappropriate appointments with members of our team; all of which will result in your access being removed.

### Security

Online access apps have the same level of security as online banking. The information you view comes from the clinical system at your GP practice, this information is encrypted and sent securely from the GP system to your app, this means it is very difficult for anyone else to intercept and read the information. When you log off online access or if there is a problem with your computer (e.g power failure), all your confidential medical information is cleared from the system.

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

If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately. Using the update password feature on the individual apps.

If you are having problems doing this, please contact the surgery immediately and we can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

### Where can I get further information?

Visit our website for further details and our practice Online Access Policy.

**Any information about you that the practice holds is subject to the regulations in the Data Protection Act 1998. The consent agreement is between you and the practice.**

### Appointments

You can book, view or cancel appointments using online access apps.

Appointments are available online for our GP's, Nurses and Health Care Assistants.

You can book up to 5 appointments at any one time including those made in person, online or by telephone.

If you are unsure as to who you need to see please speak to our reception team who will signpost you to the most appropriate clinician.

If you are unable to attend an appointment that you have booked online, you can either cancel it using your app or speak to our reception team who can cancel for you.

Help us to provide more appointments to those who need them by cancelling if you are unable to attend.

**DNA appointments= prolonged waiting times**  
If we have a mobile phone number registered to your record, a text reminder will be sent out before your appointment.

### Reasons for appointment

We would ask that you enter a reason for your appointment in the box provided when booking an appointment. Please be assured that all details entered are secure and our practice has a strict confidentiality policy.

### Prescriptions

You can order repeat prescriptions using online access apps. You will be required to specify the pharmacy you wish your medicine to be issued to. Please allow 72 hours (3 working days) before collecting your prescription.

**Castlegate & Derwent Surgery**  
Cockermouth Health Centre  
Isel Road  
Cockermouth  
Cumbria  
CA13 9HT

**Telephone 01900 705750**  
[www.castlegateandderwentsurgery.nhs.uk](http://www.castlegateandderwentsurgery.nhs.uk)

# Online Access

## A guide for patients



There are three secure online applications that are the preferred apps for the surgery. **Patient Access**, **NHS** and **myGP** which one you use is your own personal choice.



**Available 24 hours a day, 365 days a year and all from the comfort of your home or on the go! Why not give it a try!**

### Some of the online services available:

- Book/ cancel appointments online
  - Order repeat prescriptions online
  - View your medical record online
- (as currently available within each app)

#### → Getting started- download one of the apps

To gain online access you will need to download the app of your choice and register for the service. Functions vary within each app and it is down to personal choice which app you use and what will work best for you.  
Available to download from:



Follow the instructions on the individual apps to register and link to our surgery. Depending on the app of your choice, it may allow you to make one initial appointment or order one prescription. To complete the registration process and unlock further online functions you will need to complete an online access application form.

#### → Next step- application form and verification of identity

'Application for online access' forms are available to download from our website or to collect from our Reception area.  
Completed application forms (for patients age 16 and over) should be returned to our reception team along with two forms of identification.  
One photographic proof of identity, valid and in date eg. Passport, Drivers Licence and one proof of address, less than 3 months old, eg. Recent bank statement, insurance document.  
Our Reception team will check your completed application form, verify identification and provide you with your NHS online credentials document.

#### → Final step- completing your online registration

Launch the app of your choice and when prompted add your NHS online credentials using the document our reception team provide you. This will unlock the services you have requested on your application form.

Please note approval from a GP is required to enable some online features. Please allow 30 days for these features to be activated.

#### Children age under 11

We are able to offer proxy online access to parents/guardians with parental responsibility for children up to the age of 11.

A 'consent to proxy access form' should be completed and returned to our reception team along with identification for the child eg. birth certificate or passport and two forms of identification for parent. One photographic proof of identity (valid and in date) and one proof of address (less than 3 months old).

We take great care to safeguard children that are registered with the practice, therefore certain restrictions apply. Proxy access will only be given with the approval of a GP.

**Services available:** Booking appointments and ordering medication (as available on app used)

#### Children ages 11 to under 16

Patients in this age group are considered to become competent to understand and give consent to others having access to their records. They may also be deemed competent to have access to their own record. All requests for online access either for proxy access or for an individual will require approval by a GP.

Either a 'consent for proxy access form' or 'Application for online access (Ages 11 to under 16)' must be completed and handed to our reception team along with identification. For Proxy access see ID requirements above or if patient is applying for their own access two forms of identification are required. One photographic proof of identity (valid and in date) and one proof of address (Less than 3 months old)  
**Services available:** Booking appointments and ordering medication (as available on app used)

Please note: when a child reaches their 11 or 16th birthday access will be restricted. A letter will be sent to the patient or proxy user to inform them of the change along with details of how to continue use of online access.

#### What are the advantages of using online access?

It is an invaluable service for patients who have hectic lifestyles, work shifts or have mobility problems as it allows you to make or cancel appointments and order repeat medication at any time of the day. It also means that you can access it from anywhere in the world should you require medical treatment on holiday.

Patients who are able to see their medical record online find it helps them to manage their medical conditions more effectively and become more involved in their care.

#### What may I be able to see?

- Upcoming/ past appointments
- Results e.g. blood pressure, blood tests
- Vaccinations and immunisations
- Medications
- Clinical/ hospital letters
- Allergies
- Problems
- Consultations

Please note if we record an entry as 'date unknown' Online access will show it as 1899 on the page that you view. We realise we have no patients who will be this old and it is simply a default computer position.

#### Can I alter a record?

No this is a 'read only' facility. You can however, print off details to take to e.g. a hospital appointment. All attempts are made to ensure your medical records are correct, however if you find any information which has been misfiled or find any errors, please contact the surgery as soon as possible for us to rectify the issue.

#### What are the risks for me?

- There may be something in your record that you do not want to be reminded about.
- Some terms may be difficult to understand as the notes are made by doctors and nurses for each other. There are links from the apps to view further information about problems, terminology and medication.
- Test results that are abnormal, may worry you until you are able to speak/ see a GP or nurse.