

Patient Online Registration Pack

Thank you for enquiry about Online Access to your Medical Record currently held with Lakeside Healthcare at Oundle. This enables you to view significantly more of your patient record, such as illnesses, immunisations and test results etc., as well as book appointments and order medication.

Details:	Standard	Summary	Detailed (Coded)
Book Doctors Appointments	√	√	√
Immunisations	√	√	√
View and Order Medication (dose, quantity and last issued date)	√	√	√
Allergies and sensitivities you suffer from		√	√
Any bad reactions to medicines.		√	√
Results (numerical values and normal range)			√
Values (BP)			√
Problems/diagnoses			√
Codes showing referral made or letters received			√
Other codes (ethnicity, height, weight, etc)			√
Procedures codes (medical or surgical) and coded consultations (signs, symptoms)			√

Please take the time to read through the patient information 'It's Your Choice' before submitting your application. Included in this pack are:

1. Patient Information, 'It's Your Choice', Online Services Access
2. The Online Records Access Application Form

To maintain our patient's confidentiality we will be asking applicants to complete the attached application form and provide **2 forms of documentation as evidence of identity OR be vouched for** by a member of our practice team. Acceptable documents include:

- Passport
- Photo Driving Licence(s)
- Bank Statements

When viewing your detailed coded record, you may see results or diagnoses that you have not yet spoken to the Doctor about. This is because you will be able to see any information once it has been added at the surgery.

If you have any concerns or queries about the information which appears in your coded record, please put this in **WRITING** and send it back to us. Alternatively you can **EMAIL** your query to capccg.oundlesurgery@nhs.net. Your query will be investigated by a member of our clinical support team and answered within 30 days of receipt.

Completed applications and ID should be presented to our Reception Team at Lakeside Healthcare so they can copy the necessary documents. Please do not send them in with applications via mail as we will not be responsible for any missing documentation.

Please be aware that you are responsible for any information you download, print or share

Patient information ‘It’s your choice’

Online Services Records Access

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It’s your choice.

Being able to see your record online might help you to manage your medical conditions. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

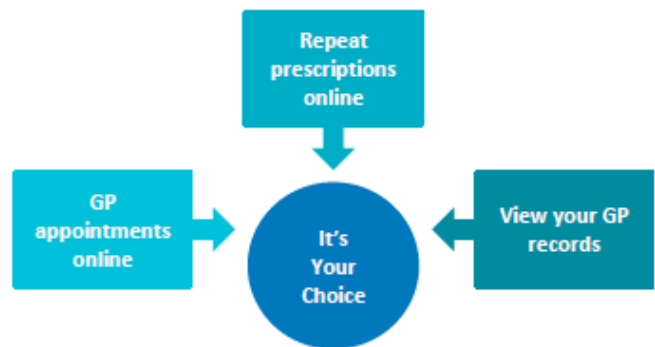
It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can’t do this for some reason, we recommend that you contact the practice so that they 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.

The information that you can see online may be misleading if you rely on it alone to complete insurance, employment or legal reports or forms.

Be careful that nobody can see your records on screen when you are using Patient Online and be especially careful if you use a public computer to shut down the browser and switch off the computer after you have finished.



The practice has the right to remove online access to services. This is rarely necessary but may be the best option if you do not use them responsibly or if there is evidence that access may be harmful to you. This may occur if someone else is forcing you to give them access to your record or if the record may contain something that may be upsetting or harmful to you. The practice will explain the reason for withdrawing access to you and will re-instate access as quickly as possible.