

Introducing Patient Access Services



What this leaflet is about

This leaflet explains the benefits of using the **Patient Access Services** available on the North London Health Centre website (NLHC for short). **Patient Access Services** can be accessed from the NLHC website or directly from typing in “Patient Access” into your Google search box.

The details of registering for **Patient Access** are in a separate leaflet.

Who this leaflet is intended for

This leaflet is suitable for both existing users of the **Patient Access Services** and patients who have never used this service before or even viewed the NLHC website.

Why use the North London Health Centre (NLHC) website?

The NLHC website provides a thorough description of the services provided by the practice eg opening hours, staff, how to register as a new patient etc.. It also provides links to health and well-being websites including NHS Choices. It can be viewed by anyone and needs no registration or log-in. But the NLHC website does not allow you to access a whole range of functions such as appointments and prescriptions. For these you need to register on the Patient Access system.

Why use the Patient Access Services (PA)?

Using the PA system, you can book appointments, order repeat prescription requests and now view your own personal health record and your test results. You need to register in order to log-in to this service (details later). Here are some of the benefits of the PA system:

1. Booking your appointments:

You can view all **bookable** doctor’s appointments up to about 1 month in advance and book an appointment with the doctor of your choice at the times available. And if you wish to delete an existing appointment and book another one at a different time, you can do that as well. But note: you can’t book appointments on the same day as the day you make the booking.

2. Ordering repeat prescription requests:

You can view your repeat prescription and order all or any part of it. You can request the prescription be sent automatically to the pharmacy of your choice where it will be filled ready for collection (or produce a script at the practice ready for you to collect).

3. Viewing your own personal health record. A new function:

This is new in this practice. You can now view your own health record if your doctor approves. For most patients, the doctor will usually give approval.

3.1. What does the personal health record actually show?

Everything about your health known to the practice, including your health history. Examples are: details of consultations; examination dates; results of tests eg blood pressure, x-rays; letters to

and from the doctor; vaccinations etc.. A typical summary page is shown at the end of this leaflet.

3.2. Can I alter any part of my personal health record?

Only with the approval of your doctor – eg if the doctor agrees there is an error. Otherwise, it is a read-only document.

3.3. What are the benefits of the personal health record?

You can see all the relevant information on your health in 1 place, and access it from anywhere so long as you have an internet connection.

For example, you can view it on your PC, your smartphone or your tablet. If you are abroad or in a hospital, you will be able to show your results to any medical staff who need it. Apps for smartphone users are now available.

3.4. Is it secure? And do you have to have it?

Yes - it is secure. Your data is encrypted and is safe for as long as you protect your password. But all on-line data carries a small risk of falling into the wrong hands. So you don't have to have this facility activated if you don't want to.

4. How can I register for Patient Access?

See the leaflet Patient Access Registration for 1st time users. This provides the details.

5. I'm already registered for Patient Access, but I now want to view my personal health record.

Sign and date the tear-off page and hand it in to the reception desk.

After 1 week, log in to Patient Access to see if your health record is available.

6. Further information.

Ask at reception. Or visit the NLHC website.

7. Some other key issues relating to your personal health record

7.1. Controlling access to your own data

It's your choice whether to share access to your personal health record with anyone else, but you should only share access with persons you trust. If you are worried that your health record might be accessed by someone against your will then it may be better not to register for Patient Access at this time or to register access only for appointments and repeat prescriptions.

7.2. Difficulties interpreting your health record

You may find that:

- (1) It's technical and you can't fully understand it, or
- (2) You have worrying or unexplained terms such as test results, or
- (3) You have forgotten something important concerning some information.

If you need clarification on any point, please contact your GP for an explanation.

Typical Health Summary

Summary

Current Problems

i Asthma	Since: 30 Sep 2011
i Patient pregnant	Since: 27 Jul 2011
i Depot contraceptive	Since: 21 May 2010
i Malignant neoplasm of female breast	Since: 03 Jun 2009
i Cervical neoplasia screen	Since: 28 Oct 2008

[Full History](#)

Current Medication

Acute medication

i Dorzolamide 2% / Timolol 0.5% eye drops	Details
i Dorzolamide 2% / Timolol 0.5% eye drops	Details
i Flecainide 100mg tablets	Details

Repeat medication [Request repeat medication](#)

i Levothyroxine sodium 100micrograms/5ml oral solution sugar free	17 Oct 2014	Details
i Sildenafil 100mg tablets	17 Jul 2012	Details

Test results

Diurnal variation of peak expiratory flow rate	28 May 2014
Ideal weight	26 Nov 2012
Body mass index	26 Nov 2012
O/E - height	26 Nov 2012
O/E - weight	26 Nov 2012

[Full History](#)

Recent letters

Letter sent to patient	03 Nov 2014
Referral to audiology clinic	25 Mar 2014
Referral to bariatric surgeon	25 Mar 2014
Administration	03 Jul 2012
Administration	03 Jul 2012

[Letter Archive](#)

Application for online access to my medical record

Name:	
DOB:	
Address:	Postcode:
Email address:	
Telephone number:	Mobile number:

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	<input type="checkbox"/>

I wish to access my medical record online and understand and 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

Staff Initials

Practice Manager

Date

Please, write your name and sign it, and hand it in at the practice reception.

After a week, please log in to Patient Access to see if your health record is available.