



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 of the process. To register, fill in a request slip and hand it in to the reception.

**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.

## Introducing the Patient Access System

### What this leaflet is about

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

### Who this leaflet is intended for

This leaflet is suitable for both existing users of the **Patient Access** system 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 e.g. 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 System (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 doctors' 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 either request the prescription be sent automatically to the pharmacy of your choice where it will be filled ready for collection, or order a script at the practice ready for you to collect).

## 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..

### 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.