**Online access for Patients**

**General Medical Services contract (2015/2016)**

The 2015/16 GMS contract includes the requirement for GP practices to offer and promote to patients: online appointment booking, repeat prescriptions and access to their detailed coded record (anything held in coded form within the patient electronic record).

As a practice we are keen to ensure we provide our patients with access to our services in a way that suits them. In doing this we are also committed to ensure that we continue to comply with the law associated with Access to Health Records Act 1990 and Data Protection Act (DPA) 1998.

In recent years technology has developed at such a pace that we are no longer dependant on traditional methods for providing access to the surgery i.e. booking appointments by telephone or visiting the surgery and making requests for repeat prescriptions on paper.

We are therefore implementing a new system, alongside our current telephone/paper based systems which will enable patients' to book appointments and make requests for repeat prescriptions via the internet, smart phone or the dedicated SystmOnline iOS App available from the Apple App Store.

**When registered you will be able to:**

- Book future GP appointments (up to a maximum of 3)
- Book GP appointments in the next 4 weeks
- View GP appointments already booked
- Cancel  GP appointments up to 2 hours before they start
- Request repeat medication 7 days before it is next due
- Check how many issues of a prescription you have left and when you last requested an item
- Check the dosage instructions of any prescription item
- Access information about the prescription item from your online access account

To ensure we do this and protect their rights to confidentiality and comply with Access to Health Records Act 1990 and Data Protection Act (DPA) 1998 we have developed this policy to ensure we comply.

We will provide online access to our booking and repeat prescription requesting systems for:

- any patient over the age of 11
- parents/guardians for any of their children under the age of 11
- formal carers
- a power of attorney with access rights legally recognised

We also ask that patients use the system responsibly so have some basic terms and conditions which we ask the applicant to sign up to.

Once we have received the correct documentation (see below) we will take copies of the identity documents you provide.  Once we have processed your application we will provide you with a document containing the pin number and log-on details which will allow you to access the online account you have requested.

When you have received your pin number and log-on details you can visit https://systmonline.tpp-uk.com/ on any PC, Laptop or Tablet device.  You can also access your Online Access account via the Apple AppStore (Search for SystmOneline).

**Patients making an application**

If a patient makes an application to access their own 'Online access account' we require the following documentation:

- Completed application form
- Two forms of photographic personal identification and one document confirming their address

OR

- One form of photographic personal identification and two documents confirming their address

**Parents/Guardians making an application**

If a parent/guardian makes an application to access a patients 'Online access account' we require the following documentation:

- Completed proxy application form
- Two forms of photographic personal identification and one document confirming their address for the applicant and One form of other personal identification for the child

OR

- One form of photographic personal identification and two documents confirming their address for the applicant and One form of other personal identification for the child

NB: We will automatically cancel Online access for parents/guardians when their child reaches the age of 11. It may be necessary to offer the child the option to set up their own online access account.

**Carers/Power of Attorney making an application**

If a carer or power of attorney makes an application to access a patients 'Online access account' we require the following documentation:

- Completed  proxy application form
- Two forms of photographic personal identification and one document confirming their address for the applicant and the patient

OR

- One form of photographic personal identification and two documents confirming their address for the applicant and patient

**Accepted photographic identification includes:**

- Current UK (Channel Islands, Isle of Man or Irish) passport or EU/other nationalities passport
- Passports of non-EU nationals , containing UK stamps, a visa or a UK residence permit showing the immigration status of the holder in the UK*
- A current UK (or EU/other nationalities) photo-card driving licence (providing that the person checking is confident that non-UK photo-card driving licences are bona fide)
- A national ID card and/or other valid documentation relating to immigration status and permission to work.*

Any document that is not listed above (i.e. an organisational ID card) is not acceptable.

**Acceptable confirmation of address documents include:**

- A recent utility bill (gas, electricity or phone) or a certificate from a supplier of utilities confirming the arrangement to pay for the services on pre-payment terms (note: mobile telephone bills should not be accepted as they can be sent to different addresses). Utility bills in joint names are permissible*
- Local authority tax bill - valid for the current year*
- Current UK photo-card or old-style driving licence (if not already presented as a personal ID document)
- Bank, building society or credit union statement or pass book - containing current address
- Most recent mortgage statement - from a recognised lender*
- Current local council rent card or tenancy agreement *
- Current benefit book or card or original notification letter from Department of Work and Pensions (DWP) - confirming the rights to benefit
- Confirmation from an electoral register search -that a person of that name lives at the claimed address*
- Court order *

* The date on these documents should be within the last *three months* (unless there is a good reason for it not to be, e.g. clear evidence that the patient was not living in the UK for three months or more) and they must contain the name and address of the applicant.

**Acceptable forms of identification documents for children:**

- Birth certificate *
- Medical Card *
- Adoption certificate *
- Court order proving parental responsibility *

* Original copies only (Photocopies will not be accepted)

If you would like to download a copy of the application form, click here.

We are unable to accept applications from Parent/guardians of Foster children or cared for children