

SIGNING UP FOR ONLINE SERVICES

It is not hard to start using online services. Your surgery will need to check who you are to make sure you only see your record and not someone else's. Just like your bank or the post office when you pick up a parcel, your surgery wants to protect your records from people who are not allowed to see them.

The steps below explain how it works:

1. Tell your GP surgery you would like to start using online services.
2. Your surgery will give you a short form to fill in and sign to confirm you agree with the information on the form.
3. Tick all the boxes which apply to the level of access you require.
4. Sign and date the form.
5. It is important only you return the form to the surgery along with the necessary ID, in order that the surgery can confirm your identification.
 - Photo ID in the form of a passport or driving license, and a bank statement or council tax statement. The surgery cannot begin the process until we have the necessary ID in place.
 - If you do not have any ID and are not well known to your surgery, they may ask you questions about the information in your GP record to confirm the record is yours.
 - This process will take up to four weeks to complete, however if you are a new patient to the surgery it will take longer as we will have to wait until we receive your records from your previous GP before allowing access.
 - For new patients we will contact you once we have your records and access is set up for you.
6. Your surgery will then give you a letter with your unique username and password. It will also tell you about the website where you can login and start using online services.

If you forget your login details:

If you lose or forget your login details, go to the website and click the "forgotten details" button, then follow the instructions.

If this does not work, please contact the surgery.

Things to remember:

- No one should force you to share your username, password or GP records.

- You have the right to say no.
If someone asks to see your records and you don't want them to, tell your surgery as soon as you can.
- You can choose to let another person see your GP record, for example members of your family or a carer.
To do this safely, speak to your surgery.
- You can stop using online services at any time by telling your surgery.
- If you change surgeries, you will need to register again for online services at your new surgery.

Learn how to use GP online services

If you already know how to use the internet, you can take a short course on how to start using GP services online at: www.learnmyway.com/what-next/health