



## Patient Online: Proxy Access to online services

Name of patient wanting to share their information			
Date of birth			
Address			
Email address			
Telephone number		Mobile number	

**I wish for the person specified below to have access to the following online services (tick all that apply):**

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record - Medication and Allergies	<input type="checkbox"/>
4. Accessing my medical record - Test results and immunisations	<input type="checkbox"/>
5. Accessing my medical record - Problems, Consultations	<input type="checkbox"/>

Name of person who needs access:		Relation: (e.g. Mother, Sibling, Friend, Carer)	
Date of birth			
Address			
Email address			
Telephone number		Mobile number	

I give consent for \_\_\_\_\_ (Full name of person wanting access) to have access to my medical record online and understand and agree with each statement (please tick)

1. I have read and understood the information 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. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
5. If we see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice immediately after 2pm.	<input type="checkbox"/>
6. If I have access to my Childs record I understand that this will be switched off on the Childs 12 <sup>th</sup> and 16 <sup>th</sup> birthday	<input type="checkbox"/>

☐ Please tick here if you wish to opt out of joining the Patient Participation Group Virtual Group

Signature		Date	
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## For practice use only

Identity verified through (tick all that apply)	Photo ID for person whose data is being shared AND themselves (unless a child) <input type="checkbox"/>  <b>We cannot accept vouching- we will accept emails from the person who is sharing their information- but only if email address' matches the ones we have for them.</b>	Name of verifier	Date
Name of person who authorised (if applicable)			Date

## ***What information do I need to provide to act on behalf of someone?***

When the GP Practice registers you for proxy access, you will need to provide your identification (ID) to establish you are the person that you say you are and the I.D of the person whose information is being shared.

A legal basis will also be required. If the relative or person you wish to act on behalf of is aged over 11 years, consent from them for the proxy access must be provided to the Practice and recorded in either:

- **Written consent.** This consent form above needs to be completed by the patient whose information is being shared, we will also accept an email, requesting that you are given proxy access. They will need to also detail the level of access you will require, if you both are uncertain about what access you require, please discuss this with the Practice staff. Examples include: access to book appointments and order repeat prescriptions only; or access to book appointments, order repeat prescriptions, view the patient's medical records, share or download the patient's medical records.
- **Or any documents showing you are Health Power of Attorney**

**Note:** If the relative or person you wish to act on behalf of is over 11 but is not mentally competent to give consent (e.g. if they have dementia), their GP practice will need to confirm that you are the right person to act on their behalf as a proxy. This will usually be because you are listed as their carer.

## ***Getting set up to act on behalf relatives or people in your care***

### **Note:**

Your proxy user account will be unique to you and is for your use only. Your proxy account should not be shared with others.



## ***If you use Patient Access already***

If you are an existing Patient Access user with your account linked to your GP practice and you are at the same practice as the relative or person in your care that you wish to act on behalf, your practice will set up access.

**Once the practice set up access** the relative or person you wish to act on behalf of will automatically display inside your account.

You will be able to find the relative or person in your Patient Access account on desktop under **View Profile > Linked Users > Switch**.

**On IOS and Android apps**, you can find the relative or person under **More > Switch user**. This brings up the names of any relative or person linked to your account.

## ***If you've not used Patient Access before***

If you have never used Patient Access and you are at the same practice as the relative or person in your care that you wish to act on behalf, your practice will create you as a proxy with a simple online services account.

After your practice has verified any necessary identification (ID), they will then provide you with a registration letter. You can then create your proxy account with those details, following the instructions on-screen in Patient Access.

**Once you have logged into your proxy account**, you will see any **relatives or people** that your practice has set up on your dashboard as a button.

You can view **your** own account details by clicking on your name, top right of the screen on desktop browsers.

**On Android and IOS apps**, you can find the relative or person under **More > Switch user**. This brings up the names of any relative or person linked to your account.

