

Giving another person access to your GP online services

Patient Guide

easy
read





Reading this booklet

This booklet uses easy words and pictures to help you understand more about GP online services.



You might want to read through it with someone else to help you to understand it more.

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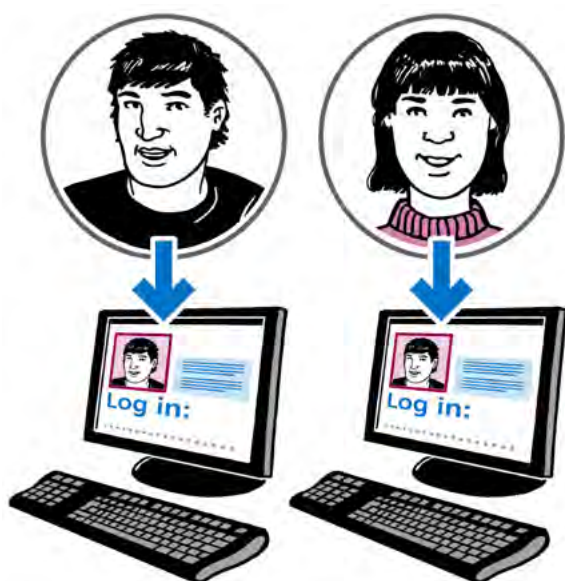
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Did you know that you can give someone else access to your GP online services?



You don't need to know how to use the online services or have a computer yourself.



Your GP surgery will give them their own login details, separate from yours.



Your GP surgery will tell you how to set this up.

Who can have access?

You choose who you give access to, it could be your carer, partner, parent or another person in your family.

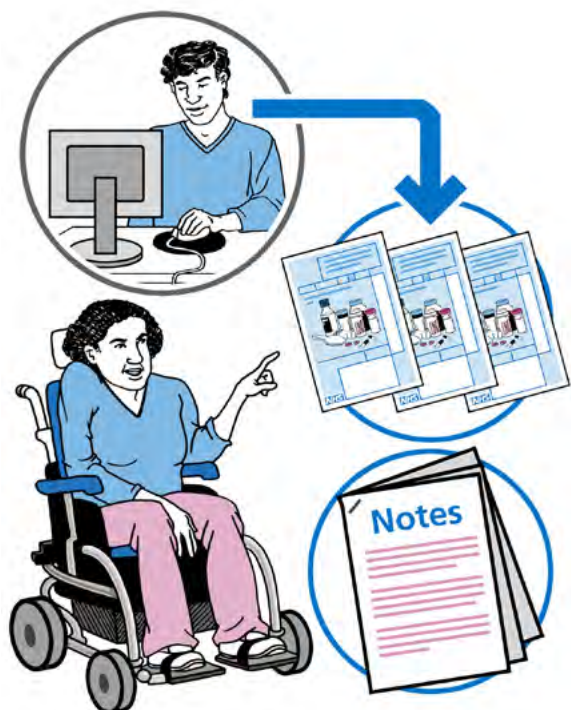
You can give access to one or more people.

Only you can decide if and who has access to your online services.





Nobody can get access without your permission.



You choose which online services you want each person to have access to.



You can allow someone else to:

- Book or cancel your appointments



- Order repeat prescriptions
- Look at your GP record

Why you may want to give another person access



You may want to give someone else access to your online services because:

- You are unwell or just need help managing your health



- You have a long term condition (like diabetes, heart disease, asthma or high blood pressure) and you need help checking test results, ordering repeat prescriptions or understanding your treatment



- You may have trouble looking after yourself due to memory issues or speech difficulties



- You want someone to help you to understand your health



- You have a carer who helps you manage your health



You can find more information on GP online services for carers in our leaflets:

- **'GP online services for carers including young carers'**
- **'Giving employed carers access to your GP online services'**



You can find these leaflets at your GP surgery or online at:

www.nhs.uk/GPonlineservices



- You may be planning for the future or choosing someone to hold lasting power of attorney for health and social care for you. You can find more information on lasting power of attorney on **page 20** of this booklet.



- You are a young person and want your parent or guardian to help you with booking and cancelling appointments or ordering repeat prescriptions



- You work away from home or are just very busy and need someone to help you with booking or cancelling appointments, or with ordering repeat prescriptions



- You are not comfortable with using computers, smartphones, or tablets and want someone else to do it for you



If you want to start using GP online services for yourself, see the **'GP online services'** guide. You can find this guide at your GP surgery, or online at:

www.nhs.uk/GPonlineservices



Think about the benefits for you before giving someone else access to your online services. If you cannot think of any, then think very carefully if it is the right thing to do.



Some of the benefits are:

- You know that someone is helping you manage your health
- The person you choose can make sure that the information in your online records is correct, like allergies or medication





- The person you choose understands your medical information. This means they can give information about you if you are unable to, like if you are too unwell to speak.
- You can get the benefits of accessing your online services even if you do not use a computer or have access to the internet
- One person in your family can book appointments for everyone to make sure they fit around your timetable and activities



If you have a carer, using GP online services can save them time so they can spend more time looking after you

For more information on GP online services for carers, see our leaflets:

- **'GP online services for carers including young carers'**
- **'Giving employed carers access to your GP online services'**



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Things to think about before giving another person access



- Is there any information in your GP record you don't want them to see or know about?
- Can you trust the person to keep your information safe? Can you trust them not to share it with anybody or use it without asking you?
- Is anyone forcing you into sharing your online services with them? Do you think someone could force you into sharing these services with them? If so we advise you not to give them access.

If you are worried that someone might have access to your online services without your permission, speak to your surgery and they can change your password or stop your online services.



- How long would you like your chosen person to have access for?

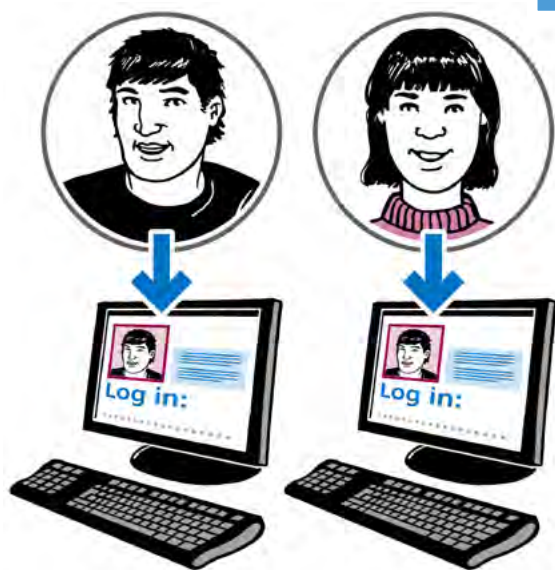


They can have access for a short time, for example when you are suffering from an illness and need their support with managing your health until you get better.



Or they could also have ongoing access so they can look after you for a longer period of time. If you are unsure, discuss this with the staff at your surgery.

How it works



The best and safest way to give another person access to your online services is for them to get their own login details.

You should not share your personal logins with anyone. If you give someone else your personal login details, your surgery cannot tell which of you accessed your online services.

This might be a problem if someone else misuses your login details and your surgery has to look into it.

How to sign up



Here are the steps you need to take to give another person access to your GP online services:

1. You need to contact your GP surgery and let them know you want to give someone else access to your online services.



If you haven't already done so, you can register yourself for online services.

For more information on how to do this, see the '**GP Online Services**' guide available from your surgery or online at:

www.nhs.uk/GPonlineservices



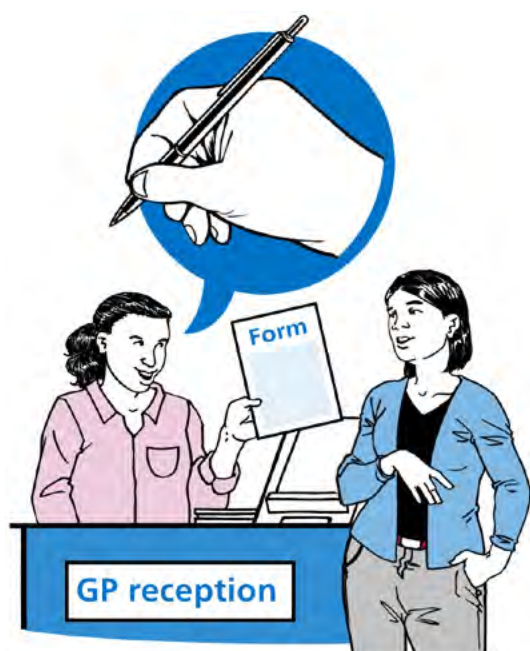


For more information on GP online services for carers, see our leaflets:

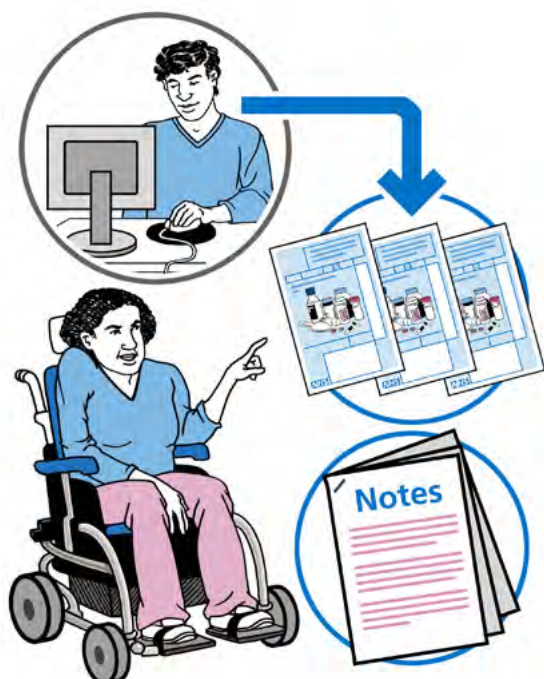
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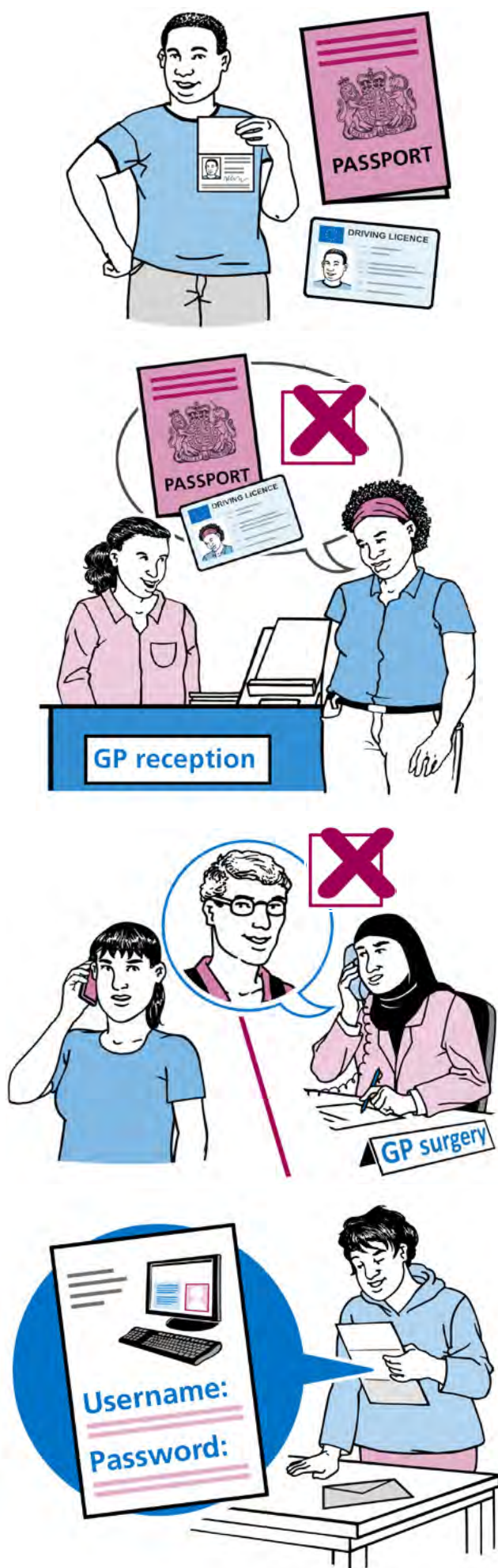
www.nhs.uk/GPonlineservices



2. Staff at your surgery will give the person you chose a short form to fill in. You will have to sign it to confirm you agree with the information on that form.



You decide which of your online services you would like them to use, such as booking or cancelling appointments and ordering repeat prescriptions.



3. Your chosen person will have to show the surgery staff their photo ID and proof of address, for example a passport or photo driving licence and a letter from their bank or council tax statement.

If they don't have the right ID, speak to the staff at the surgery and they might be able to confirm their identity in another way.

Staff at the surgery might decide not to give your chosen person access to your online services. In this case, they will tell you the reason.

4. The staff at the surgery will give your chosen person their own username and password to use your GP online services.

Lasting power of attorney for health and welfare or court appointed deputy



When a person is unable to make decisions for themselves, the courts can give legal responsibility to make decisions about their life to another person, usually a partner or close family member. This is called health and welfare lasting power of attorney.

A person with lasting power of attorney can ask the patient's surgery for access to their online services. The GP will make the decision whether to give them access or not.

If there is someone you know who should never have access to your online services, tell your GP and they will know not to share your details with that person.

Why your GP surgery may refuse to give your chosen person access



It might be that your GP thinks the person you choose should not be allowed access to your online services. They will talk to you about this.



Some of the reasons could be:

- Your GP does not think it is a good idea for your chosen person to have access to your online services
- You or your chosen person have misused online services in the past. For example, they have collected medication in your name.





- Your GP surgery is worried that your chosen person will not keep your information safe



- Your GP surgery thinks someone is forcing you to give them permission to use your online services



- You are not able to make decisions for yourself

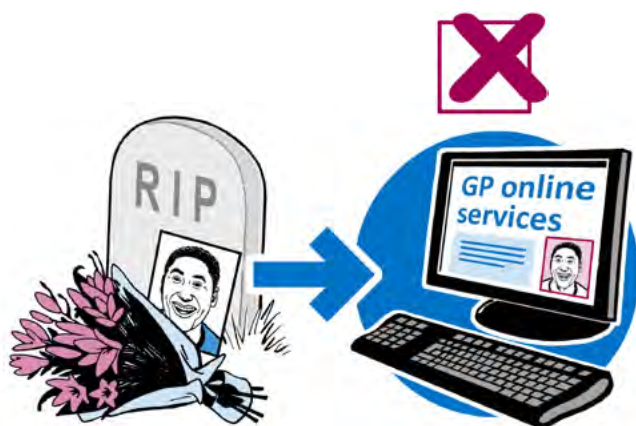
Why your GP surgery can stop the service



- They believe your chosen person is forcing you to share your GP online record with them or another person
- Your chosen person has misused your GP information. For example, they have collected medication in your name
- You are no longer able to understand or remember that you gave your chosen person permission to use online services for you



- You have told your GP surgery in the past that if you become unable to make decisions for yourself, you do not want your chosen person or anyone to have access to your online services



- You have died

How can I stop the service?



You can choose to take away access to your GP online services from your chosen person at any time.



To stop the service, you need to let your surgery know you would like them to switch off online access for your chosen person and give them the reason.



Your surgery will then stop the service and your chosen person will not be able to use their login details to look at your information.

Why you may want to stop access



Some reasons you may want to stop access:

- You only needed your chosen person to help you for a short period of time, for example when you were ill and you needed help managing your health
- You want to give access to another person, for example your new carer
- Your relationship with your chosen person has broken down



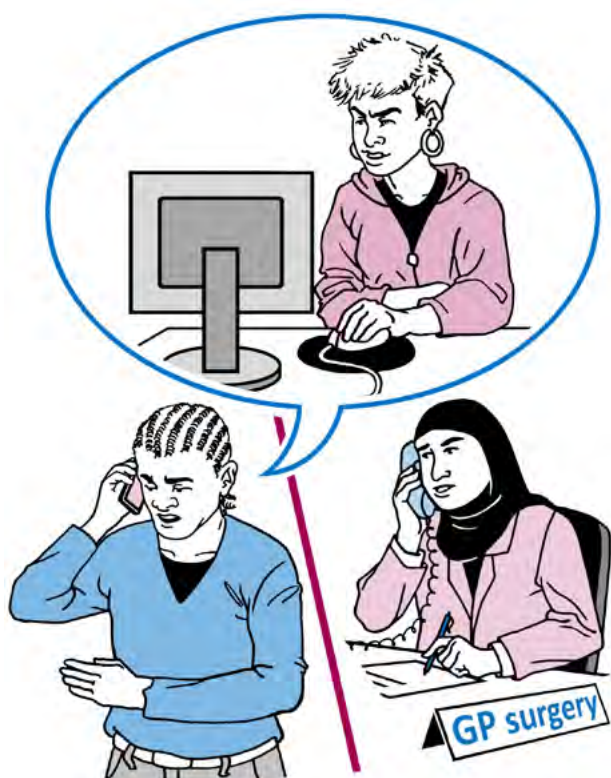


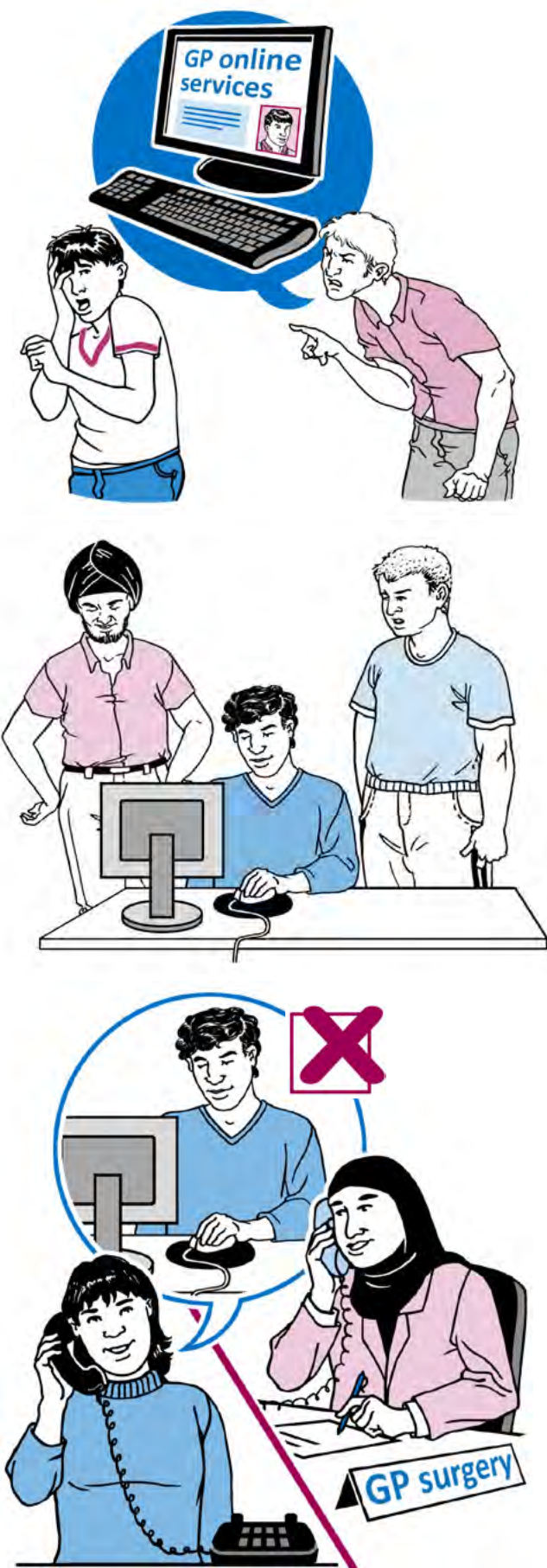
- Your chosen person has misused information in your GP record. For example, they have collected medication in your name or they have shared your private information with someone without your permission.

Things to remember

You should let your surgery know as soon as possible:

- If you think someone else has accessed your online services without your permission





- If anyone is forcing you to share your online information
- If anyone is misusing your GP information
- If you want to stop someone access your online services