

Protecting your GP online record

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 support you to understand it more.

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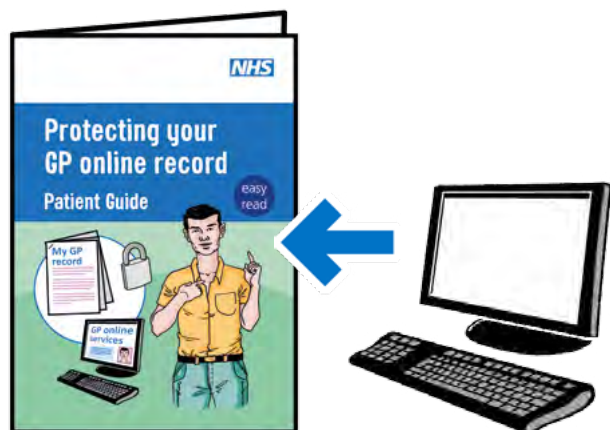
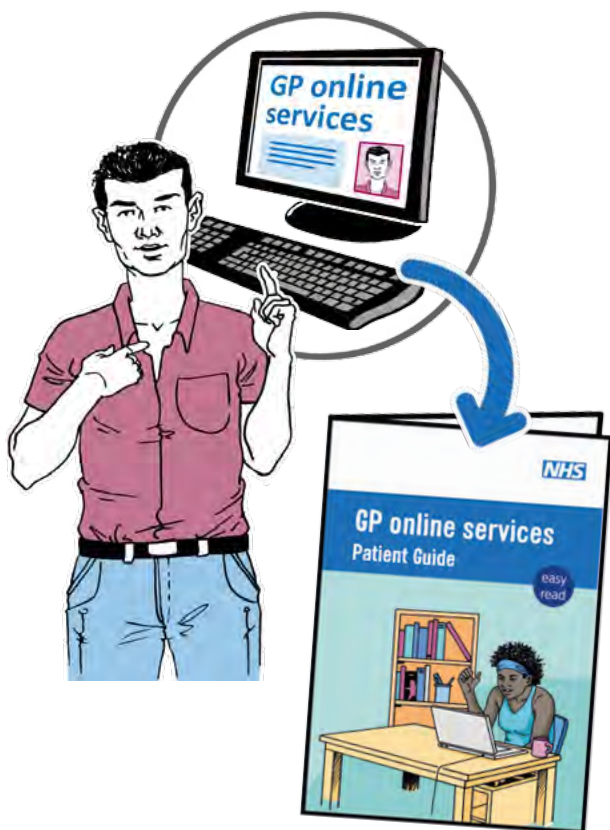
You can now go online to look at your GP record, book appointments at your GP surgery and order repeat prescriptions.



You can also see information in your online GP record, like your medications, allergies, test results, immunisations and illnesses.



You can look at your GP record on a computer, a tablet or a smartphone, using a website or an app.



If you would like to start using online services, see the '**GP online services**' guide for more information.

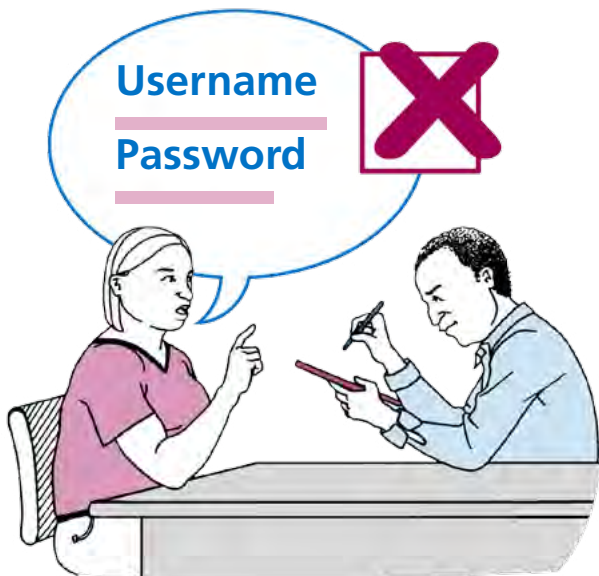
This guide is also available online at www.nhs.uk/GPonlineservices

Your surgery looks after your GP record and you should too. You need to be careful online and make sure your medical information is not seen by anyone who shouldn't see it.

Keeping your username and password safe



When you register to use GP online services, your surgery will give you a username and password to log in.



You should not share your username or password with others.



To protect your information from other people you should:

- Keep your password secret. It is best not to write it down.



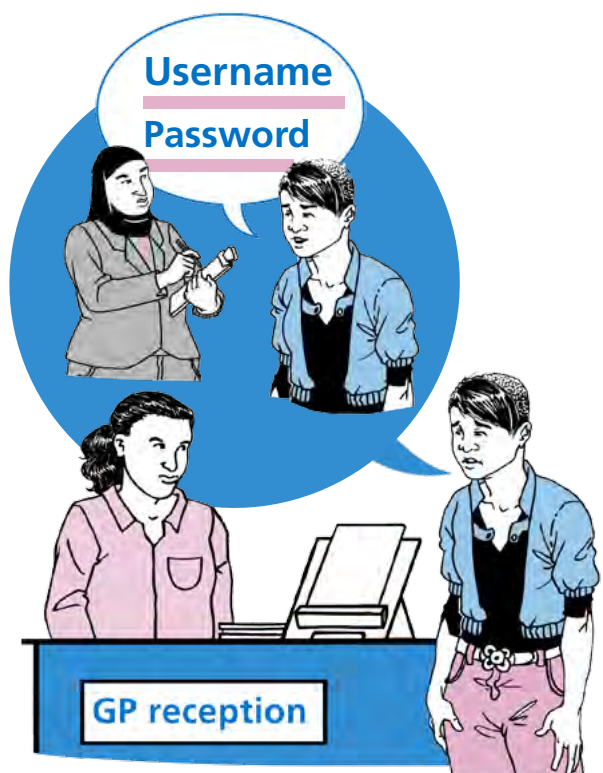
If you must write it down, write down something that will help you remember the password, not the password itself. Keep this in a safeplace.



- If you think someone has seen your password, you should change it as soon as possible. If you cannot do this right away phone your surgery.



- You should not share your username or password. No one should force you to show them your login details. You have the right to say NO.



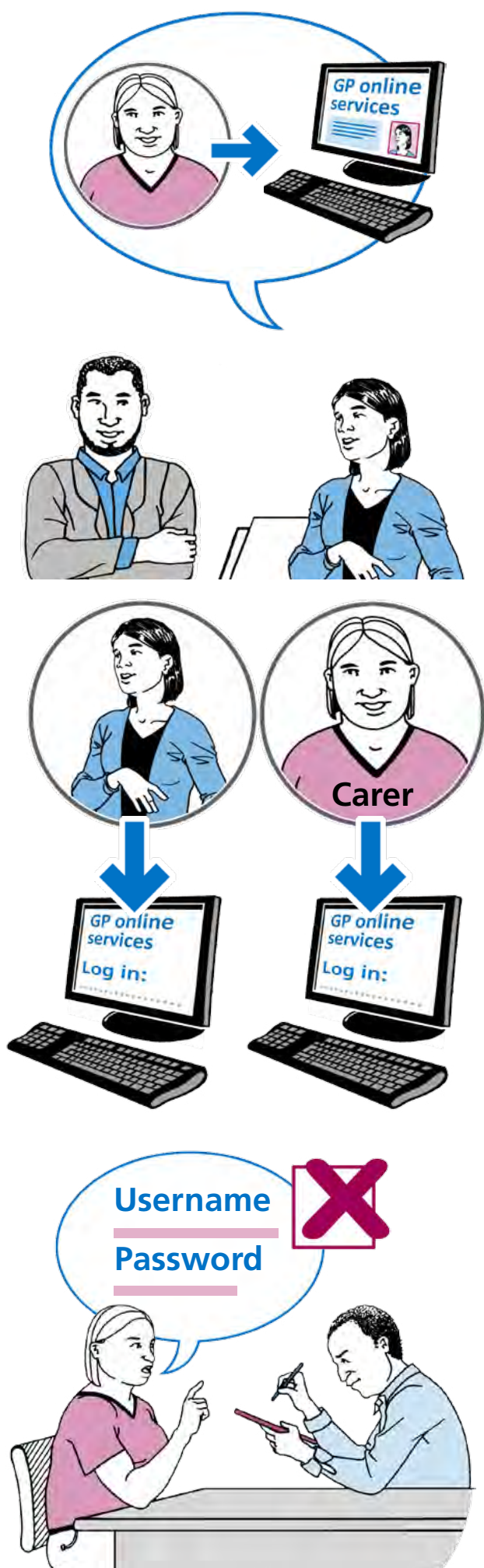
If someone forces you to share your login details, tell your surgery as soon as possible.

Sharing your GP record with others



In the future, you will be able to choose to allow others, like your family or carers, to look at your GP online record.

This may be because you would like them to help you look after your health.

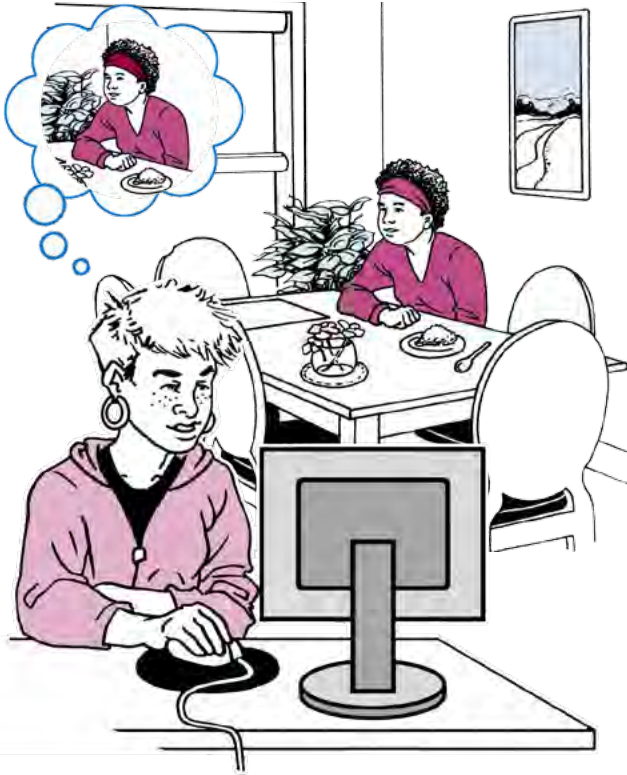


When this service becomes available, you will need to ask your surgery to let the person you choose see your online record.

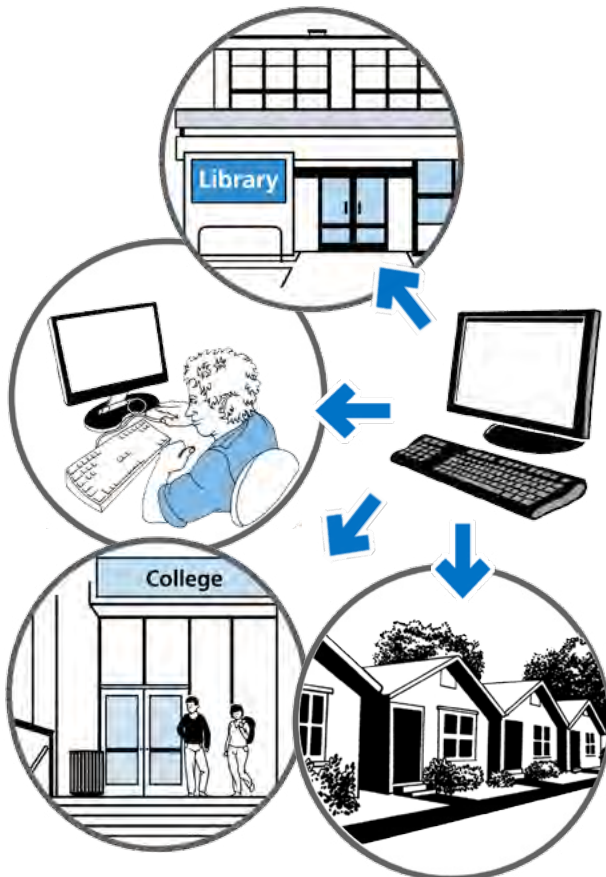
They will then give the person you choose to share your records with their own username and password.

You should not share your login details with anyone.

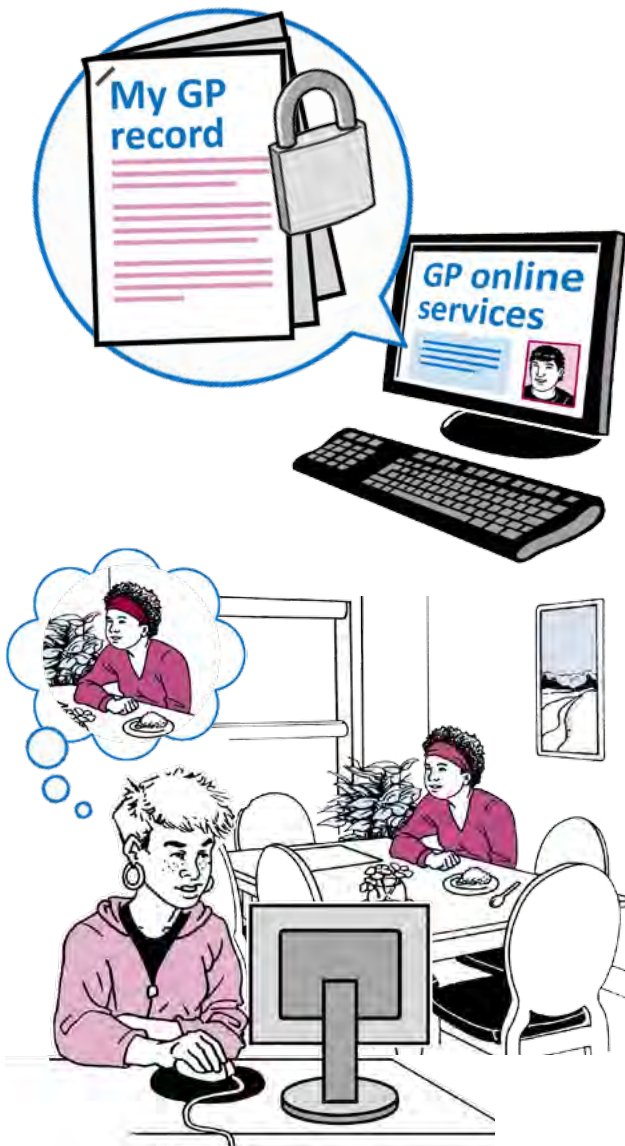
Using a shared computer



You need to take extra care when using a shared computer to look at your GP record online.



This could be at the library, at work, at college or at home.



To protect your personal information from others when using a shared computer, you should:

- Look around to see if other people can see what is on the computer screen.



Remember, your GP record contains your personal information.



- Keep your username and password secret. Just like your bank account PIN, you would not want others to know how to get into your GP record.

Protecting your GP online record



- Make sure you log out when you finish looking at your record.

This is so no one else can see your personal information or change your password without you knowing.

Incorrect information in your record



Sometimes information in your GP record might be incorrect.



- If you find any incorrect information you should let your GP surgery know as soon as possible.

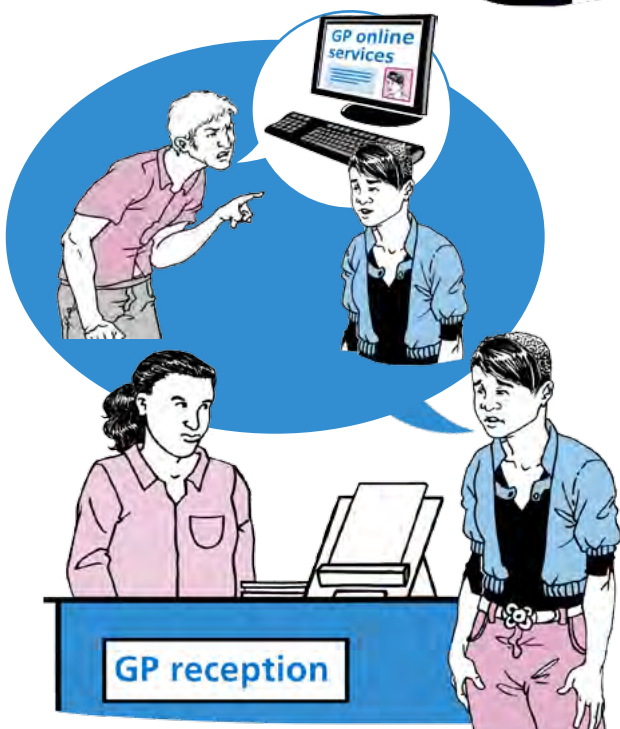


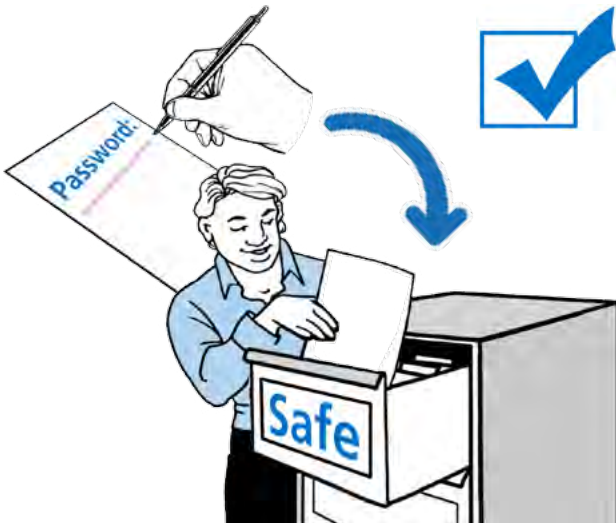
- If you see information about anyone else in your record, log out and let your surgery know as soon as possible.



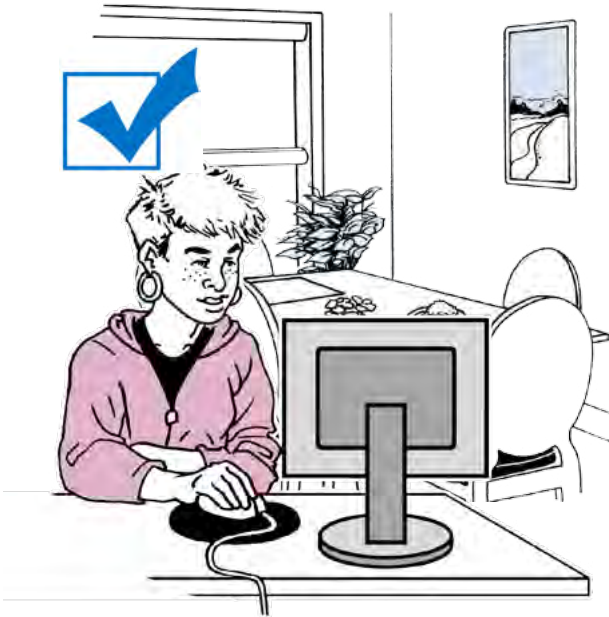
Things to remember

- Your GP record is important and you should keep it safe, just like your bank account details.
- No one should force you to share your GP record. You have the right to say no.
- If this happens, tell your surgery as soon as you can.





- Keep your login details in a safe place.



- Take extra care when using a shared computer.



- Remember to log out.



For more information on how you can protect your GP online record, go to www.nhs.uk/GPonlineservices



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