Protecting your GP online records

Did you know that you can now look at your GP records, book appointments at your GP surgery and order repeat prescriptions online? You can already go online and see some of the information in your GP records, including your medications and allergies. During the next year, you will be able to see even more. This will include illnesses, immunisations and test results. Each GP surgery will make this information available at different times, as their computer systems become ready.



Just like online banking, you can look at your GP records 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 Getting Started with GP Online Services guide for more information. Information on how to get started is also available online at www.nhs.uk/patientonline or from your surgery or on their website.

Your surgery has a responsibility to look after your GP records. You must also take care online and make sure that your personal information is not seen by anyone who should not 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, which you will use to log in. You should not share your login details with others. To protect your information from other people:

- You should keep your password secret and it is best not to write it down. If you must write it down, keep a reminder of the password, not the password itself. This should be kept in a secure place.
- If you think someone has seen your password, you should change it as soon as possible. You may want to call your surgery if you are not able to change it right away, for example, when you do not have access to the internet.
- You should not share your user name or password. No one should force you to show them your login details, you have the right to say no. If someone forces you, tell your surgery as soon as possible.

Sharing your GP records with others

In future, you will be able to choose to allow others, like your family or carers to look at your GP online records. 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 give the person you choose to share your records with their own username and password. They will then use this to look at your GP records. 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 records online. This could be at the library, at work, at university 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 records contain 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 records.
- Make sure you log out when you finish looking at your records, so that no one else can see your personal information or change your password without your knowledge.

Incorrect information in your records

On rare occasions, information in your GP records might be incorrect.

- If you find any incorrect information, you should let your surgery know as soon as possible.
- If you see information about anyone else in your records, log out immediately and let your surgery know as soon as possible.

Remember

- Your GP records are important and you should keep them safe and secure, just like your bank account details.
- No one should force you to share your GP records. You have the right to say no. If this happens, tell your surgery as soon as you can.
- Take extra care when using a shared computer. Keep your login details in a safe place and remember to log out.

For more information on how you can protect your GP online records, go to http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf