

St. Peter's Surgery

On-Line Access to Services & Medical Records

Terms and Conditions of Use

We feel that these services are of great benefit to our patients and they are offered free of charge. Our experience and feedback from patients has been very positive. However, there are a few things to note:

Availability and Liability

The online services are provided via our IT software suppliers My Surgery Website and EMIS. Your access to your data is provided by a number of service providers, we will provide you with access information for those providers. We cannot accept responsibility or liability for direct or indirect loss resulting from the use or inability to use the service, howsoever caused. Nor can we offer guarantees that any of our online services will be available all the time. Please be aware that you can only order authorised repeat medications online. All medication requests may be refused at the discretion of the doctor (where this occurs it is almost always because of safety concerns, such as overdue a medication review, or you appear to be over ordering medication.)

Security

My Surgery Website & EMIS use a high degree of security to protect our and your confidential information whilst you use the service. However, due to the nature of the internet and the fact that the service is run by My Surgery Website & EMIS and not us, we cannot offer any warranty that the service is 100% secure. You are responsible for keeping your login details secure. We recommend that you use a reliable and comprehensive security package on your computer that includes protection against identity theft.

Acceptable Use

Basic and advanced on-line access is for personal use only. We will withdraw the facility to use on-line access from anyone who abuses the system. This includes, but is not limited to: accessing or attempting to access someone else's account; booking an appointment or ordering medication on someone's behalf (except for a child or consenting child under 16 years), sending abusive or otherwise inappropriate messages; any illegal activity; any use or activity that blocks the use of the system to other patients; and booking appointments and then failing to attend without informing us in advance.

Privacy and Confidentiality

We will never ask you for personal details by email. Confidentiality is an essential element of healthcare provision. Except for very rare occasions where the law requires us to or in the best interest of the patient, we will not give out personal information to any third party. These are a summary of the main points regarding the use of the service. By using the service you are also agreeing to the terms of service which can be found on the Practice website.

Online Access to Medical Records

We reserve the right to deny access to parts or the whole of the record where your doctor decides that this is not in your best interest. Examples of when we might exceptionally do this might include:

- Hiding information that may cause you or someone else harm (for example, where the record contains information about someone else)
- Where we have good reason to believe that someone else may gain access to your records without your agreement
- Where we believe the information would be detrimental to your health or has been agreed as sensitive information. However, you may find some of the information causes you concern, i.e. results or diagnosis – if this is the case, please contact the surgery to make a routine appointment with your GP.

The access granted may vary from patient to patient and from time to time. This may occur where we are piloting new features or where a patient has been given additional training or education.

Whether access is denied in part or in full, it will never be on the grounds of characteristics protected under the Equality Act: age [though see below], gender, sexual orientation, marital status, religion, ethnicity and so on.

Under 16s

A parent or other legal guardian may apply for access to online services on behalf of a person under the age of 16 years. However, young people do have the right to consult us without an adult being present. Whilst we would normally encourage them to speak about any health issues they may have with a parent or guardian, where a young person has sufficient understanding to understand the consequences of their decisions (and there is no suggestion of abuse) we will respect their right to confidentiality.

For this reason, we will turn off parental / guardian access to online services when a young person turns 12 years of age, subject to their on-going consent or application for independent access.

Change Requests

All requests for additions, deletions and /or amendments must be made in writing on the form available from reception. This is to ensure appropriate consideration of the request and to provide an audit trail.