

Young People's access to GP Online Services



Reading this booklet

An illustration of a young person with braided hair, wearing a pink shirt, sitting and reading a booklet. They are giving a thumbs-up gesture.	<p>This booklet uses easy words and pictures to help you understand more about GP online services.</p>
An illustration of two people sitting at a table. One person is pointing at a booklet on the table while the other looks on.	<p>You might want to read through it with someone else to support you to understand it more.</p>

Why have GP online services?

	<p>Check what medicines you are taking or have taken in the past</p>
	<p>Check for allergies you might have that may affect your medication</p>
	<p>Check your immunisations for when you go on holiday, change schools, go to university or get a job</p>
	<p>You can book appointments when you have time, any time of day or night, any day of the week.</p>
	<p>It's quicker than calling your surgery or visiting - you save time.</p>
	<p>If you want to talk to your GP or nurse about something you are not comfortable saying on the phone, you can add a note when booking your appointment telling them why you want to see them.</p>
	<p>This way, your GP or nurse already knows what your appointment is about when you get to the surgery.</p>
	<p>You can order your repeat prescription without having to look at your prescription order slip.</p>

How can I get GP online services?

	<p>It's easy! You have to go to your surgery, where they will check who you are. This way they make sure only you can have access to your online services.</p>
	<p>This is how it works: At the surgery, tell the receptionist that you would like to start using online services.</p>
	<p>The receptionist will give you this booklet to read and a form to complete & sign. You can take this home to look at and return it later.</p>
	<p>When you return your form You will need to bring identification (ID), this is proof of who you are (see list below):</p> <ul style="list-style-type: none"> • passport • birth certificate
	<p>If you don't have ID you can still have access to your online services. Just speak to your surgery about it and they will be able to help you.</p>
	<p>It might take a little bit of time for your surgery to set up your online account.</p>
	<p>You will then get a letter from your surgery with your username and password. You can then log in and start using the online services. You can change your password to something that you can remember.</p> <p>If you would prefer to collect this from reception, please tick the box on the form.</p>
	<p>Remember to keep the letter safe. Don't leave it out for anyone to see.</p>

Keeping your information safe and secure

	<p>Never share your username and password with anyone.</p>
	<p>Your medical information is private. Never share it with anyone, or on social media, like on Facebook.</p>
	<p>If you use a computer that others use too, like at the library or at school, make sure others can't see your screen and what you are looking at. Keep your private information private.</p>
	<p>Make sure you log out when you are done. This makes sure that others cannot access your services and see your information or change your password without you knowing.</p>
	<p>Don't allow websites to remember your password, or other people could log into your account later.</p>
	<p>Tell your surgery as soon as possible if you think somebody has been looking at your private information without your permission.</p>
	<p>The staff at the surgery can then turn off your online access and restart it by giving you a new username and password.</p>
	<p>No one should force you to give them your login details or GP information. It is your right to say NO. If this happens, tell your surgery as soon as possible.</p>

Giving access to someone else

	<p>You can give access to your GP online services to a parent or carer if you wish. Please indicate on your form who you wish to give online access to.</p>
	<p>The best and safest way to give another person access to your online services is for them to use their own login details.</p>

Things to think about before giving another person access

	<p>Is there any information in your GP record you don't want them to see or know about?</p>
	<p>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?</p>
	<p>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.</p>

How can I stop the service?

	<p>You can choose to take away access to your GP online services from your chosen person at any time.</p>
	<p>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.</p>
	<p>Your surgery will then stop the service and give you new login details, which you should not share with that person. Your chosen person will not be able to use their login details to look at your information.</p>

What else do I need to know?

	<p>If you notice that any of your information is not correct, tell your surgery.</p>
	<p>You may see things you did not know were on your GP record. If this happens and you find it upsetting, tell your surgery.</p>
	<p>If you see someone else's information on your GP record, log out and tell your surgery immediately.</p>

What do I do if I have a problem?

	<p>If you lose or forget your login details, go to the website you use to login and click the "forgotten details" button, then follow the instructions on the screen.</p>
	<p>If you are still having problems, contact your GP surgery.</p>
	<p>You can also use the help button on the website.</p>