

BROCKHURST MEDICAL CENTRE

Partners:
Dr Conor Molony
Dr Sumit Sharma

Salaried GPs:
Dr Michael Brigg

Brockhurst Medical Centre
139-141 Brockhurst Road
GOSPORT
Hants
PO12 3AX
Tel: 023 9258 3564
Fax: 023 9251 0782

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Dear Patient

Please read this document carefully before you register for online patient services.

Once you have registered with Patient Access you will be able to book routine doctor's appointments, request repeat prescriptions and view sections of your medical record.

We take the security of your medical record very seriously and will not grant access to online patient records unless we are certain that the request has come from the patient themselves. For this reason, we ask that you complete the registration form and return it yourself, in person, to the reception desk. You will need to show photographic ID when you bring your signed form in so that our staff can verify that you are the patient asking for access.

Once we have received your signed form(s), we should then be able to grant access to your account. You will need to use the user ID and password that you set up during the registration process.

It is **your** responsibility to keep your user ID and password safe at all times. We recommend that you **do not** share your log in details with anyone else. However, if you would like another person to have access to your online account, there is a separate consent form that both you and the person you wish to access your record must sign. You then need to give them your user ID and password for them to be able to log into your account, it is currently not possible within the EMIS Web clinical system to provide them with their own separate log in details.

If you later decide that you no longer wish for this person to have access to your account you will need to change your password to something that they would not be able to guess. **Never** share your information with somebody unless you trust them to use it properly. If you are unable to change your password by yourself should you need to, please contact the surgery for assistance.

If you require any further information regarding this service, please contact the surgery. Patient information leaflets are available at reception.

The surgery has the right to decline to grant access to patient online services where the doctors feel that it would be harmful to the patient or inappropriate for them to be able to access their medical record online. In some cases it may be more appropriate for partial access to services to be provided.

You do not have to access all three areas of patient online services (appointments, prescriptions and medical record viewing) if you do not want to have access to all three. Please indicate on your application form (using the tick boxes in the upper section) which areas of the service you want to be able to access. This can be changed at any time simply by coming to the surgery and completing a new application form (you will need to show your ID again for this).

Yours sincerely

Brockhurst Medical Centre