

Young people's access to GP online services

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.

Contents



What is it all about? - [Page 3](#)

What can you do with GP online services? - [Page 6](#)

Why have GP online services? - [Page 7](#)

How can I get GP online services? - [Page 10](#)

Keeping your information safe and secure - [Page 13](#)

What else do I need to know? - [Page 16](#)

What do I do if I have a problem? - [Page 19](#)

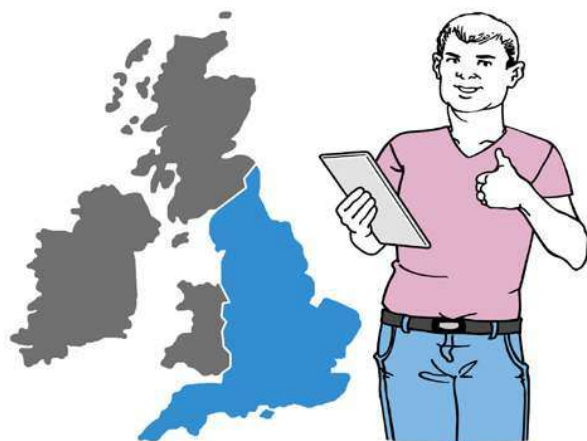
What is it all about?



When you turn 16 years old, you can start using your GP online services.



You can do this whenever you like, using a smartphone, laptop, tablet or computer.



All patients in England can use this service if they want to.



Patients who use GP online services can:

- Book and cancel appointments with their doctor or nurse



- Order repeat prescriptions



- See the information in their GP record (allergies, test results, medicines and illnesses)



You can use GP online services now or sometime in the future, if you want to.



You can still call your surgery if you want.



You can still visit your surgery if you want.



GP online services are there to make things easier.

What can you do with GP online services?



- Check test results (like blood tests)
- Check what medicines you are taking or have taken in the past
- Check for allergies you might have that may affect your medication

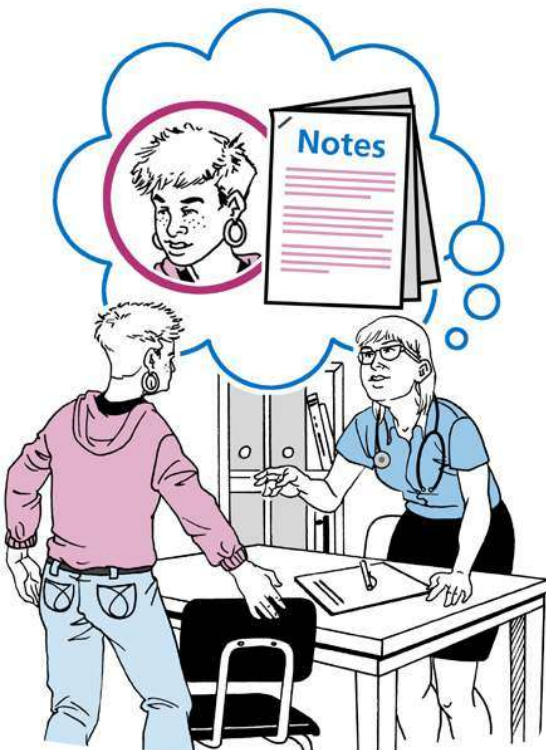
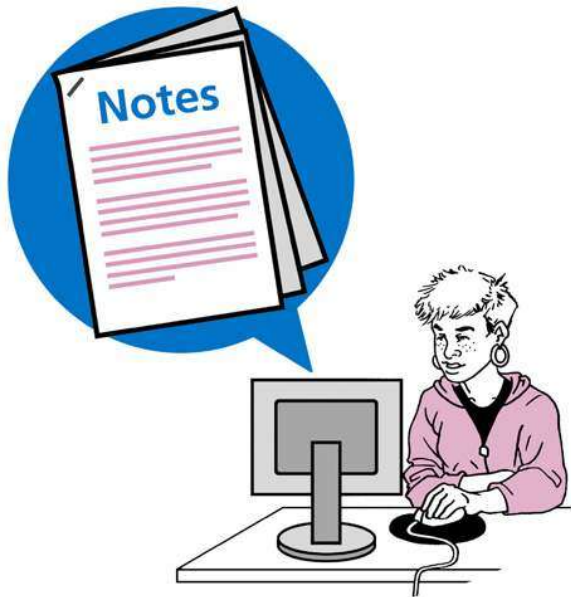


- Check your immunisations for when you go on holiday, change schools, go to university or get a job
- If you have a long term condition, you can check what your doctor told you when you saw them. This can help you to look after yourself.

Why have GP online services?



- You can book appointments when you have time, any time of day or night, any day of the week.



- It's quicker than calling your surgery or visiting - you save time.

- 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.

This way, your GP or nurse already knows what your appointment is about when you get to the surgery.



- You can order your repeat prescription without having to look at your prescription order slip.
- If you have a long term condition, like asthma or diabetes, you can check test results online and get more information about your condition. This helps you look after yourself better.
- You can ask your GP surgery to give another person, like a carer, access to your GP online services. Your GP surgery will give them their own login details, separate from yours.

How can I get GP online services?



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.



This is how it works:

- At the surgery, tell the receptionist that you would like to start using online services.
- You will need two forms of identification (ID), this is proof of who you are:
 1. One that shows your face (like a passport or driving licence)





2. A second one, from this list:

- A secondary or higher education certificate
- Proof of age card issued under the Proof of Age Standards Scheme
- Student loan account
- Bank or savings document
- Credit card
- Mobile telephone contract

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.

If you want to register to book appointments, view your records and order prescriptions online, your surgery will give you a form to fill in and sign.



It might take a little bit of time for your surgery to set up your online account.

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.

Remember to keep the letter safe. Don't leave it out for anyone to see.

Your surgery might decide that online services are not the best way for you to access your GP. They will talk to you about this.

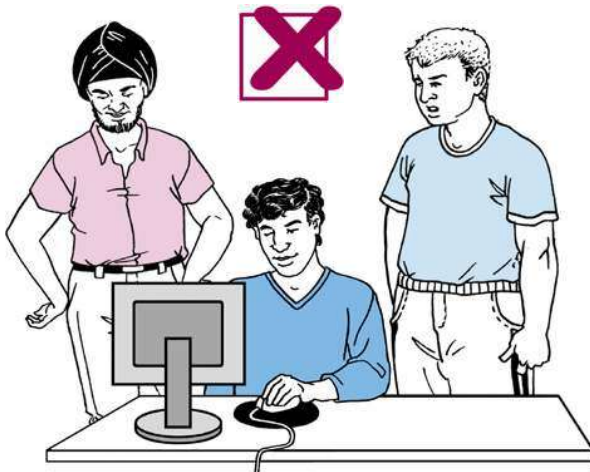
Keeping your information safe and secure



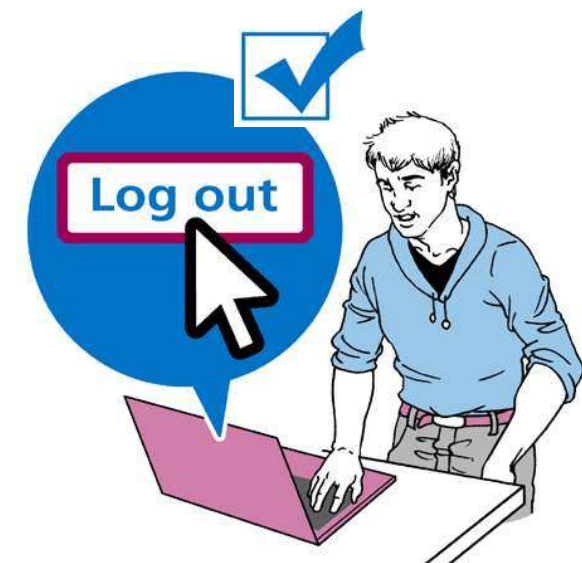
Never share your username and password with anyone.



Your medical information is private. Never share it with anyone, or on social media, like on Facebook.



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.



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.



Don't allow websites to remember your password, or other people could log into your account later.



Tell your surgery as soon as possible if you think somebody has been looking at your private information without your permission.



The staff at the surgery can then turn off your online access and restart it by giving you a new username and password.



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.



For more information on how to protect your GP online information, read the **'Protecting your GP online record'** leaflet at:

www.nhs.uk/GPonlineservices

What else do I need to know?



Sometimes you might be able to see test results before your doctor has had the chance to comment on them.



This could happen if they become available when the surgery is closed.



If this happens it would be best to wait until you can see their comments or until you can speak to your doctor.



If you notice that any of your information is not correct, tell your surgery.



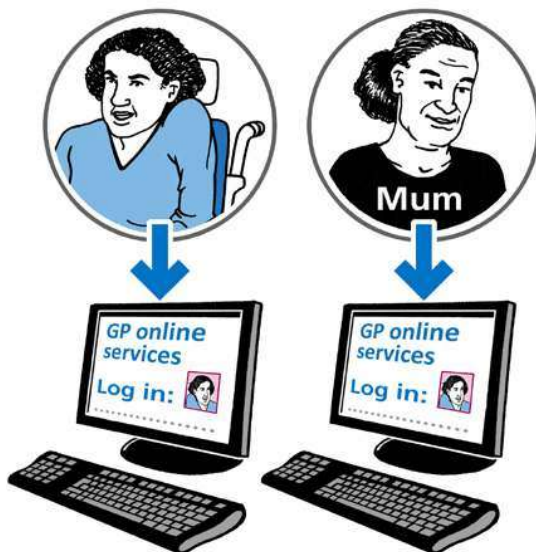
You may see things you did not know were on your GP record. If this happens and you find it upsetting, tell your surgery.



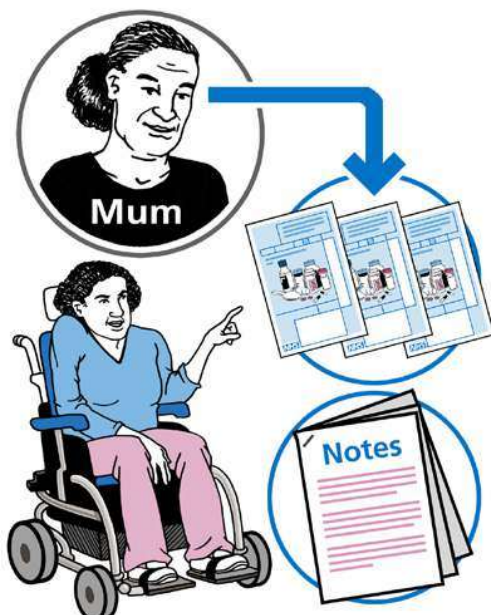
If you see someone else's information on your GP record, log out and tell your surgery.



You can choose to let someone else have access. It could be your carer, partner, parent or another person in your family.

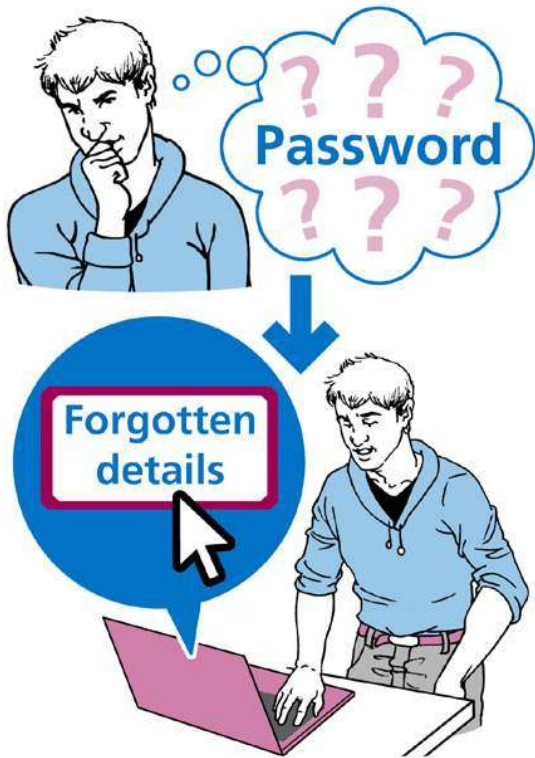


If you want to do that, tell your GP surgery. They will give the person you choose separate logins to use your online services.



You can choose which of your online services they can use, like booking appointments, ordering repeat prescriptions or looking at your online record.

What do I do if I have a problem?



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.



If you are still having problems, contact your GP surgery.



You can also use the help button on the website.



All illustrations ©CHANGE
www.changepeople.org