

Accessing SystmOnline on someone else's behalf

Proxy access can be helpful between family members — for example if you want your partner to be able to order your prescriptions for you—but SystmOnline also gives you access to view that person's medical record, so we must get their permission.

This also applies to children between the ages of 11 and 16. A mentally competent child aged 16 years or over is entitled to request, or refuse, access to their records by the parent or guardian. For children under the age of 16, if their GP considers that a child patient is Gillick competent (i.e. has sufficient maturity and understanding to make decisions about disclosure of their records) then the child should be asked for his or her consent before access to their medical record is given to someone else. For the purposes of SystmOnline access, we have agreed that automatic parental access to the medical records of children in their care should cease at the age of 11.

SystmOnline Access Consent Form

Your full name:	Date of birth:
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I give the following people permission to access my medical record on SystmOnline:

1. Name of person allowed to access your medical record:	
Date of birth:	Relationship to you:
2. Name of person allowed to access your medical record:	
Date of birth:	Relationship to you:
3. Name of person allowed to access your medical record:	
Date of birth:	Relationship to you:
Your signature:	
Date:	

Portesham Surgery use:
ID seen:

Verification questions:

The Surgery, Malthouse Meadow, Portesham, Dorset DT3 4NS
Email: receptionist@gp-j81609.nhs.uk
Telephone: 01305 871468

SystmOnline

Your medical record is stored electronically on our clinical system, SystmOne.

SystmOne provide patients with online access to their own medical record which allows you to book appointments, order repeat prescriptions and view your full medical record, through a website called SystmOnline.

If you would like access to this service simply ask our receptionists to give you your SystmOnline registration information (user name and password). You will need to show photo ID if you are not well-known to us.

If it is difficult for you to get to the surgery you can ring us or email us with your request. We will then telephone you to verify your identity before giving you access.

You can also request proxy access to someone else's SystmOnline account, such as a child up to the age of 11*, or a partner or parent. To arrange this the person whose account you want to access must complete the form overleaf and come in person to the surgery with ID, or provide verification details over the phone.

These security measures are important because access to SystmOnline allows you to view confidential information.

- once your child reaches the age of 11 your proxy access automatically ends. Your child must then sign the form overleaf if you both wish the proxy arrangement to continue.

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