

Proxy Access For Online Services Leaflet



If You have an elderly relative or a child who is unable to manage their own medications, you may wish to be given proxy access to their medical records and online services.

What does Proxy Access Provide?

1. Booking appointments (where accessible)
2. Requesting repeat prescriptions
3. Accessing a summary of records (Medications, Allergy's & adverse reactions)
4. Advanced unlimited access (this will include records going back to birth, letters, consultations, results etc)

Please see below for instructions related to handing in forms.

Proxy Over an Adult

- Form must be signed by patient and patients ID must be given. Patient doesn't need to be present, but ID must be given as proof of association and permission.
- Form must be signed by the person requesting proxy, and ID for proxy must be given at reception at the time of handing the form in as proof of identity.

Proxy Over Children

Children Under 11 Years

- Access for children under 11 is automatically given but person handing in form must provide proof that they are parent or child's legal guardian (eg, birth certificate).
- Parent must have signed form and provided their ID and proof of residence.

Please be aware that online access without express permission of the patient can only be granted to children under the age of 11 years old. If the child is more than 11 years old the following actions must also be taken.

Children Over 11 Years

- Child must give verbal consent in person that parent can be given proxy at the time of form being handed in.
- Photo ID and proof of residence for child must be provided.
- Parent must have signed form and provided their ID and proof of residence.

If Patient is Over 11yrs and Not Mentally Capable of Giving Consent

- Please attach a note to the form to be put to the doctor requesting that they evaluate the patient and confirm that consent cannot be given and authorising for proxy to be given.

Please be aware that filling out and handing in the form the person requesting proxy will be responsible for the following conditions.

- I will be responsible for the security of the information I see or download
- If I choose to share my information with anyone else, this is at my own risk
- I will contact the practice A.S.A.P. if I suspect my account has been accessed by someone without my agreement
- If I see information in my record that is not about patient or is inaccurate, I will contact the practice A.S.A.P.
- I consent to receive text messages from the practice for appointment reminders and health promotion
- I will be responsible for informing the practice of any changes to my mobile telephone number or email address

Additional Information

- Person requesting proxy does not need to be a patient at our surgery. As long as the patient is registered with us, we will be able to process proxy access.
- If the patient moves out of our area and leaves our surgery, the proxy must request a new surgery to set up proxy access.
- Multiple patients with active online services cannot share the same email address. If the NHS App flags that more than one person is signed up with an email address, it will disable both accounts.
- Requests are usually processed within 28 days.
- Please note that if a test was requested by a hospital or clinic that is outside of our surgery, the results will not be available in our system or reflected in the app unless the specific clinic sends them to us.