

**CONSENT TO GIVE PROXY ACCESS TO ONLINE SERVICES**

If you would like someone else to have access to your online services please complete this form with **your** details **and** the details of **who** you would like to grant proxy access to and give it to a member of our reception team together with **one proof of identification** for the person you are granting access to (the proxy). You and your proxy do not need to provide an email address to use your online services, however, provision of an email address greatly simplifies the registration and maintenance processes.

**Your details**

Name .....

Date of birth ..... /..... /.....

Address .....

.....

.....

Postcode .....

Home telephone .....

Mobile telephone .....

Email address .....

**Proxy details**

Name .....

Date of birth ..... /..... /.....

Address .....

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Postcode .....

Home telephone .....

Mobile telephone .....

Email address .....

**I do/do not\* consent to receiving SMS text messages from the surgery to my mobile telephone (\*please delete as appropriate)**

**By providing your email address you are consenting to receive information from the surgery to your email address. Only consent to receiving emails if you do not share your email address/account with another adult and regularly check your email inbox for new messages. You may receive a message requesting verification of your email account**

I consent to the person detailed above to have proxy online access to *(please tick all that apply)*;

- View and book my appointments
- View and request my medication prescriptions
- View my test results
- View my Summary Care Record
- View my detailed coded medical record

- I reserve the right to reverse any decision I make in granting proxy access, at any time
- I understand the risks of allowing someone else to have access to my medical data

Patient signature ..... Date ..... /..... /.....

**Proxy Agreement**

I understand my responsibility for safeguarding sensitive medical information and I understand and agree with each of the following statements;

- I will be responsible for the security of the information that I see or download
- I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement
- If I see information in the record that is not about the patient or is inaccurate I will log out immediately and contact the practice as soon as possible. Any information which is not about the patient will be treated as being strictly confidential

Proxy signature ..... Date ..... /..... /.....

**FOR OFFICE USE ONLY. This section to be completed by a member of the reception team**

Name of staff member ..... Date ..... /..... /.....

Proxy photo ID provided:                      Proxy proof of address provided:

<input type="checkbox"/> Driving licence	<input type="checkbox"/> Passport	<input type="checkbox"/> Driving licence	<input type="checkbox"/> Bank statement
<input type="checkbox"/> Other .....		<input type="checkbox"/> Council tax	<input type="checkbox"/> Utility bill
		<input type="checkbox"/> Other .....	

## Online Services FAQs

Thank you for signing up for Springwood Surgery's online services provided by SystmOnline. You will soon\* be able to;

- Request repeat prescriptions for medication
- Book an appointment to see a GP or practice nurse
- View your test results
- View an abridged version of your medical record
- View your Summary Care Record (SCR)
- View which NHS organisations can access your medical record

If you have signed up for proxy access to a child's online services or the online services of an adult that you care for you will soon\* be able to do one or more of the following;

- Request repeat prescriptions for the person you care for
- Book an appointment for the person you care for to see a GP or practice nurse
- View the test results of the person you care for
- View an abridged version of the medical record of the person you care for
- View the Summary Care Record (SCR) of the person you care for
- View which NHS organisations can access the medical record of the person you care for

A member of our reception team should have provided you with your SystmOnline account details. You can also receive your account details by email or SMS text message if you prefer.

You will be asked to change your password upon first login of the account. The Data Protection Act does not allow Springwood Surgery to keep a copy of your password. If you forget your password you can use the provided link to reset your password or contact Springwood Surgery and a member of the team will reset your account for you.

SystmOnline can be accessed directly at <https://systmonline.tpp-uk.com> or via the practice website at [www.springwoodsurgery.co.uk](http://www.springwoodsurgery.co.uk) A free app is also available from the App Store for Apple devices or the Google Play store for Android devices. Simply search for the app titled 'SystmOnline' or the app developer 'TPP'. Some content (e.g. medical record) is not available within the apps and you can only book an appointment up to 2 weeks in advance within the apps. If you would like to book an appointment further ahead we recommend that you access your online account via a web browser on your device. You can only access SystmOnline from within the UK.

Prescriptions can be requested up to 7 days in advance of the due date. For safety purposes the system will not allow you to order medication earlier than this. If you are unsure of the due date please check the repeat tick list which came with the previous prescription. If you require medication earlier, or a double supply is required due to going away on holiday for example, please use 'Medication request notes' below the list of regular medications and detail why the prescription is required earlier and we will endeavour to satisfy the request.

If during completion of the online services registration form a pharmacy of choice was specified all medication prescriptions will automatically be sent to that pharmacy. You can amend this within the online account should you or the person you care for change your mind(s) about the preferred pharmacy in the future.

*Please note that SystmOnline is a product of The Phoenix Partnership (TPP). Springwood Surgery has no responsibility for the creation and/or maintenance of the SystmOnline web site and/or provided apps for desktop or mobile devices. If you are experiencing problems using the SystmOnline web site and/or apps please try the following help page; <https://systmonline.tpp-uk.com/2/help/help.html> or submit a support query using the following web form; <https://systmonline.tpp-uk.com/2/SendQuery>*

If you have any concerns regarding the data within your online account, or the online account of the person you care for, please do not hesitate to contact the surgery between the hours of 9am and 5pm, Monday to Friday, and a member of our team will endeavour to assist where possible.

*\* It can take up to 24 hours to process your account details for SystmOnline once you have registered. Please avoid trying to log in to your account within the first 24 hours.*