

Stoke Road Surgery

Patient On-Line Access Information

With the advent of on-line access for our patients to not only book appointments but see and order repeat medication and, in future, be able to see their own private medical records, we have implemented a robust system to prevent personal medical information being accessed inappropriately both **NOW** and in the **FUTURE**.

The following rules apply to setting-up on-line access at Stoke Road Surgery;

1. Patients aged 16 and over

All patients requesting on-line access who are aged 16 and over **MUST attend in person** and **produce photo ID** which clearly identifies them to the reception staff.

2. Patients aged 12 to 16

Patients aged 12 to under 16 requesting on-line access themselves **MUST attend in person** and **produce photo ID** which clearly identifies them to the reception staff. This access will cease at the start of the next new year and will need to be re-set.

3. Patients under the age of 12

We are unable to give on-line access directly to patients under the age of 12 but we can give parental access (see below).

4. Parental access to medical records of children

a) Parental access for children under 12

Parents requiring access to the records of their children who are **under the age of 12** and who **our records show**, reside with them can do so. The parent must attend in person with photo ID of his/herself. No ID is required for the child and the child does not have to be present. The parental access will automatically cease when the child reaches the age of 12.

b) Parental access for children between 12 and 16

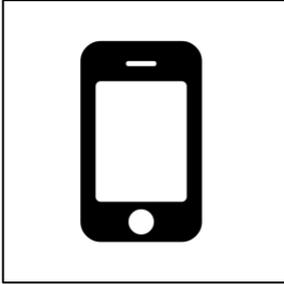
Parents requiring access to the records of their children who are **between the ages of 12 and 16**, and who **our records show**, reside with them can do so. The parent and the child must both attend in person with photo ID of themselves. These children may not have photo ID and if this is the case, **their original birth certificate will suffice**. The parental access will automatically cease at the start of the next new year and will need to be re-set.

This level of security is in place to protect the confidentiality of the child as he/she gets older.

When you receive your on-line access details, it is important to retain your username. If you forget your password, you can re-set it on-line with your username and your e-mail address. If you forget your username and are unable to re-set your own password, you will have to set up a new account at the surgery.

Stoke Road Surgery

Patient SMS & E-mail Information



We can send you a **free** confirmation & reminder text for your appointments at Stoke Road Surgery.

What Do I Need To Do?

If you are **16 or older**, all we need to start sending confirmation texts & reminders to your mobile phone is for you to complete the consent form available at the surgery or download a printable copy from the surgery website www.stokeroadsurgery.co.uk

How Does It Work?

Make your appointment at the surgery in the usual way, by phone, online or in person at the reception desk and you will receive a text message confirming your appointment. Two or three days before your appointment date, our computer system will automatically send you a reminder message.



Receiving e-mails

Occasionally we may send information regarding forthcoming health clinics like Seasonal Flu Vaccination clinics and other services available at Stoke Road Surgery which are relevant to you.

Frequently Asked Questions

Q How secure is this service?

A The information comes from our computer system at the surgery, which is highly secure. Once the message reaches the mobile phone, it is only as secure as you keep your phone.

Q Which appointments will I be reminded about by text?

A You will receive reminders about routine, face-to-face appointments at Stoke Road Surgery.

This does **NOT** include telephone appointments or 'same day' appointments (these are appointments requested 'today' for an appointment 'today' and can be for both urgent and non-urgent care).

Q I share a mobile phone - can I receive text reminders for my partner ?

A Only if both you and your partner have given us your consent to do so.

Q Can I receive text reminders about appointments for children in my family?

A Yes – if your child lives with you and is younger than 12 years old.

Q What if I change my mobile number or my e-mail address?

A Please ensure you let us know your new number / e-mail address as soon as possible. We will update our records and you will continue to receive reminders.

Q What happens if I no longer want to receive reminders / text information?

A Please let us know and we will remove your consent from our system.

Please pick up a consent form from the surgery to sign up to our sms text reminder & email service.